REQUEST FOR PROPOSAL

for

University of Connecticut

Health Insurance Billing and Collections Services

RFP# KJ020209

Issue Date: Monday, February 2, 2009

Mandatory Pre-Proposal Conference: Wednesday, February 11, 2009 @ 11:00 AM (EDT)

Proposal Due Date: Thursday, February 19, 2009 @ 2:00 PM (EDT)

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  ➢ Form 5 – Consulting Agreement Affidavit
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Section 1
Definitions

1.0 "Campus" means University of Connecticut Storrs Campus, including but not limited to any and all athletic facilities, business offices, student facilities, including residence halls, University owned apartments, classrooms, restaurants, concession stands, snack bars, convenience stores and dining halls, in any and all other buildings or facilities which currently comprise the campus of the University of Connecticut, or which may be acquired or constructed during the term of the anticipated Contract and which are operated by, or directly in conjunction with, the University.

1.1 The word "University", or "UCONN", or a pronoun used in its place shall mean the University of Connecticut main campus at Storrs, Connecticut, as well as its satellite campuses.

1.2 "Bidder", “Provider”, “Offerer”, "Proposer", “Vendor”, "Servicer", “Firm” and "Respondent" refer to a Company responding to this Proposal, or multiple companies submitting a joint proposal.

1.3 “RFP” is the abbreviated reference to Request for Proposal.

1.4 Request for Proposals (RFP) is defined as a competitive procurement process which helps to serve the University’s best interests. It also provides vendors with a fair opportunity for their services to be considered. The RFP process being used in this case should not be confused with the Request for Quotation (RFQ) process. The latter process is usually used where the goods or services being procured can be described precisely and price is generally the determining factor. With RFP’s however, price alone is not required to be the determinative factor, although it may be, and the University has the flexibility it needs to negotiate with vendors to arrive at a mutually agreeable relationship. This RFP states the instructions for submitting proposals, the procedure and criteria by which a vendor will be selected, and the contractual terms by which the University proposed to govern the relationship between it and the selected vendor.
Section 2
Introduction

2.0 **Scope:** The University of Connecticut is seeking proposals from qualified firms with extensive experience with college health billing for the purpose of entering into an agreement with a Health Insurance Billing and Collection Services firm for provision of a comprehensive, fully supported, turnkey system of billing third parties for the clinical services provided by our Student Health Services.

It is the University’s intent to make a single award as a result of this RFP. However, the University will reserve the right to make multiple awards if it is deemed by the University to be in the University’s best interests to do so.

The expectations and rights of each party should be anticipated, identified and reviewed at the outset and throughout the Health Insurance Billing and Collection Services Agreement to create and continue a positive, productive and lasting relationship.

2.1 **General:** The University anticipates a Health Insurance Billing and Collection Services Agreement which is expressly conditioned upon the performance of the Health Insurance Billing and Collection Servicer’s obligations and commitments as identified in the anticipated agreement.

2.2 **Term of Contract:** The initial term of any contract resulting from this RFP will be for one (1) year, from date of award. By mutual written agreement of both parties, resultant contract may be extended for four (4) additional one (1) year terms or parts thereof. Such intent to renew shall be conveyed to the firm in writing no later than one hundred and twenty (120) days prior to the effective date.

2.3 **Contract Value:** Based on its own local, regional and national health insurance billing experience, the Proposer can use the following Student Health Services historical data to determine the value of the contract:

Number of appointments during 2007/08 academic year:

- Primary Care/Immediate Care/Women’s Health/Sports Medicine:
  - Physicians: 9,649
  - Nurse Practitioners: 11,071
  - Registered Nurses: 12,453

- Counseling & Mental Health:
  - Psychiatrists: 779
  - Nurse Practitioners: 781
  - Psychologists/Social Workers: 4,589

Laboratory tests performed during 2007/08 academic year: 7,619
Radiology exams performed during 2007/08 academic year: 1,293

This information is provided for informational purposes only and should not be construed as a commitment by the University to purchase any specified amount of services. Because requirements cannot be predicted with a certain degree of accuracy, any contract resulting from this RFP will not guarantee a specific amount of business or income. It should also be noted that any contract resulting from this RFP will not be an exclusive contract. The University will reserve the right to place purchase orders in any manner deemed by the University to be in its own best interest.

2.4 **Method of Award:**
Each proposal will be evaluated by a committee using a points-earned matrix. The award shall be made to the most responsive and responsible respondent offering the best value and most economical proposal based on the total matrix scores as determined by the University. All respondents, in submitting
proposals, concur with this method of award and will not, under any circumstances nor in any manner, dispute any award made using this method.

2.5 Demographics:
The University of Connecticut is Connecticut’s flagship institution of higher learning. Presently, student enrollment at all campuses is approximately 28,500. The main campus is located at Storrs, CT. Regional campuses at Stamford, Waterbury, Litchfield County (Torrington), West Hartford and Avery Point (Groton) report administratively to the main campus. Campuses for the Schools of Law (located in Hartford), Social Work (located on the West Hartford campus), and Medical/Dental (located in Farmington.) The Storrs campus has an enrollment of approximately 20,000 undergraduate and graduate students including 11,500 students living on campus in university housing.

2.6 Background:
The university’s Student Health Services is located on the Storrs campus and serves only the students matriculated at that campus. It was established as an auxiliary program to provide health care on campus to support the academic mission of the university and help keep students in school. It is located 30 miles east of Hartford, with the nearest hospital being 7 miles away in Willimantic. With a staff of approximately 75 full-time and part-time staff, including physicians, nurse practitioners, and registered nurses, the Student Health Services furnishes medical services including primary care, women’s health, immunization/allergy injection services, and respiratory therapy services supported by a CLIA approved moderate complexity clinical laboratory, digital radiology and a pharmacy. The department also offers Counseling and Mental Health services, Nutrition/Wellness and Health Education programs. The department is currently using the PyraMED Enterprise Edition medical practice management software system (currently using version 4.11.0.4) by Media Highway (http://www.media-highway.com/).

Like other campus health centers, UConn’s Student Health Services has traditionally been funded through general university fees. This enabled students at the Storrs campus to obtain most medical evaluation and management services at no charge. Additional charges would be incurred for annual physical and gynecological exams, laboratory testing, pharmacy items, x-rays, special medical procedures, and visits with specialists. At present these charges are submitted via paper claim (CMS-1500) to the third party health insurance plans with which SHS is a participating provider: Aetna, Anthem, CIGNA, HealthNet. We are in the process of negotiating participating provider status with ConnectiCare. All full time students are required by the University to maintain health insurance coverage. Students may choose to be covered for accidents and illnesses through a personal insurance policy, a plan carried by their parents, or the group policy sponsored by the University, which is sold and administered through Aetna Student Health. Approximately 2,000 students purchase the university-sponsored plan. (Current policy information can be found at http://www.shs.uconn.edu/insurance.html)

The university’s senior management has mandated that, beginning with the 2009/10 academic year, Student Health Services will use a fee-for-service approach for all medical services. An agreement for comprehensive billing and collections services must be in place by May 1, 2009 to ensure that full fee-for-service billing can commence on August 15, 2009. It is further anticipated that billing for behavioral health services will commence one year later on August 15, 2010.

The university reserves the right to extend this contract to include billing for clinical services delivered by the campus Speech & Hearing Clinic and Physical Therapy Clinic (these clinics are not part of the Student Health Services.)
Section 3
Proposal Terms and Conditions

3.0 The anticipated Health Insurance Billing and Collection Services Agreement will be, in form and substance, consistent with applicable University policy and regulations and State of Connecticut statutes and regulations regarding the creation and execution of such Contract. The failure of any respondent to receive or examine any contract, document, form, addenda or to visit the sites and acquaint itself with conditions there-existing, will not relieve it of any obligation with respect to its proposal or any executed contract. The submission of a proposal shall be conclusive evidence and understanding of the University's intent to incorporate such terms and conditions into the Health Insurance Billing and Collection Services Agreement.

3.1 Specifications: The specifications in Sections 5 and 6 must be responded to on a point by point basis so the University can evaluate how the proposer plans to meet these requirements. Proposers must use the RFP numbering scheme in their response to allow for efficient evaluation.

3.2 Estimated Timetable: The following schedule will apply to this RFP although the University reserves the right to make adjustments as required;

- **Release of RFP**: 2/02/2009
- **Pre-proposal Conference**: 2/11/2009 @ 11:00 AM (EDT)
- **Cutoff date for Inquiries**: 2/13/2009
- **Submission of RFP Due**: 2/19/2009 @ 2:00 PM (EDT)
- **Proposer Presentations** (if necessary): TBD (To Be Determined if necessary)
- **Anticipated Award Date**: 5/01/2009

**Inclement Weather**: Be advised that in the event of an official University closing or early dismissal due to inclement weather, this bid will be due and opened at 2:00 PM on the next business day. Please call the University Emergency Information Line at (860) 486-3768 for up-to-date information on cancellations or early closings.

3.3 Inquiries: Direct all inquiries relative to the conditions and specifications listed herein to:

- Kathleen Joy
  Assistant Director
  University of Connecticut
  Purchasing Department
  3 North Hillside Road Unit 6076
  Storrs, CT 06269-6076
  Fax: (860) 486-5051
  Email: kathleen.joy@uconn.edu

3.4 Submission Format: The following process so described is intended to ensure that all proposers have equal access to information relative to this RFP. No information communicated verbally shall be effective unless confirmed by written communication from the Purchasing Department of the University of Connecticut.

In all cases, no verbal communication will override written communications and only written communications are binding.

3.4.1 The RFP document shall include the following documents:
  - An original and four (4) complete copies of your proposal response
  - An exact copy of the “Form of Proposal”
A point-by-point response to all terms and conditions in this RFP document, specifically Sections 3 - 9
A completed “Bidder Contract Compliance Monitoring Report”
Section 8, List of References
All required, original signed and notarized Affidavits (See Section 4.7.11)
Signature Authorization Documentation (See Section 4.7.12)

The above information must be submitted with all proposals submitted, or proposal will be rejected as non-compliant.

An original and four (4) copies of the proposal must be submitted in a sealed envelope to:

University of Connecticut
Purchasing Department
Attention: Kathleen Joy
3 North Hillside Road Unit 6076
Storrs, CT 06269-6076

Reference RFP No. KJ020209
“Health Insurance Billing and Collection Services”

On or before 2:00 p.m. (EDT) on Thursday, February 19, 2009

***IMPORTANT NOTE***
Any RFP proposal received after the date and time indicated above will not be considered for award and will be returned to the Vendor.

3.4.2 Proposals should be presented in a format that can easily be incorporated into a contract between the proposer and the University of Connecticut, encompassing the guidelines detailed in the Request for Proposal as required by the University. Faxed or electronically transmitted proposals will not be accepted.

3.4.3 Each proposal must include a table of contents with page numbers for each of the required components of the proposal.

All proposals must include a point-by-point response to this RFP. Each response must be cross-referenced to the corresponding numbered item in this RFP and described in as much detail as possible. No fewer than an original and four (4) copies of the proposal shall be submitted. Additionally, to facilitate photocopying, if needed, proposals must be three (3) -hole punched and submitted in three ring, loose leaf binders.

Failure to respond to all points may be grounds for rejection. Likewise, failure to supply any information required to accompany the proposals may cause a rejection of the proposal as non-compliant. The University reserves the right to request additional information and/or presentations, if clarification is needed.

If you require additional space to completely answer any of the questions contained in this proposal document, include attachments and identify your response by page number, section heading, and specific section number. All proposals must be submitted in a sealed envelope and labeled. No responsibility will be attached to any person for the premature opening of any proposal that is not properly identified.

E-mail or electronic attachments are not acceptable means of submitting a proposal and will be rejected as non-conforming. If you intend to use an express delivery service, it is recommended that you stress the need to deliver your package to the building and office designated above.
Packages delivered by express mail to other locations might not be re-delivered to the appropriate address in time to be considered.

Proposals that do not substantially conform to the contents of the proposal request, consequently altering the basis for proposal comparison, may be disregarded and considered as unresponsive.

3.4.4 All required signatures must be affixed in Sections 11 and 12, Bidder Contract Compliance Monitoring Report and the required Affidavits.

3.4.5 At the specified time stated in 3.4.1 above, all proposals received as stipulated, shall be publicly opened and dated. However, due to the complexity of the responses, only the names of the respondents will be read as no immediate decision will be made. All information will be confidential until after review and action by the Evaluation Committee. All interested parties are, however, welcome to attend the proposal opening.

3.4.6 Confidential Information: Proposals are treated as confidential by the University until after the award is issued. At that time they become subject to disclosure under the Freedom of Information Act. If a respondent wishes to supply any information which it believes is exempt from disclosure under the Act, which respondent should summarize such information in a separate envelope and each page submitted should clearly state "Confidential," but otherwise be presented in the same manner as the Proposal. However, any such information is provided entirely at the respondent's own risk and the University assumes no liability for any loss or damage which may result from the University's disclosure at any time of any information provided by the respondent in connection with its proposal.

3.5 Mandatory Pre-Proposal Conference: A mandatory pre-proposal conference will be held as stated below. The purpose of the conference is to provide an opportunity for questions and answers as required to clarify terms, conditions or specifications of the Request for Proposal.

Date/Time: February 11, 2009 @ 11:00 AM (EDT)
Location: University of Connecticut, Purchasing Department
2nd Floor Bid Room, 3 North Hillside Road, Storrs, CT

Only those firms who attend the conference may submit proposals to be considered.

Any firm planning to send a representative should contact Kathleen Joy in the Purchasing Office (see Section 3.3) by February 10, 2009.

Proposals must demonstrate an understanding of the scope of work and the ability to accomplish the tasks set forth and must include information that will enable the University to determine the proposer's overall qualifications.

3.6 Completed RFP's: Each Proposer must respond to, and be capable of, supplying all services outlined in the RFP specification.

3.7 RFP Status and Submission Information:

3.7.1 RFP Acceptance/Rejection: The University reserves the right to cancel this RFP, to reject any or all proposals received, or any part thereof without penalty, to waive informalities or irregularities and to award a contract not based solely on the lowest cost, but based on an offer which, in the sole opinion of the University, best fulfills or exceeds the requirements of this RFP and is deemed in the best interest of the University. Non-acceptance of a proposal shall mean that another proposal was deemed more advantageous to the University or that all proposals were rejected. Firms whose proposals are not accepted shall be notified after a binding contractual agreement between the University and the selected proposer exists or after the University has rejected all proposals.
3.7.2 **RFP Submittals:** Any exceptions and/or alternates must be stated in the response to the RFP. Failure to provide required data to allow for evaluation of the RFP or failure to complete the accompanying documents may be grounds for rejecting the RFP.

Further, the University expressly reserves the right to negotiate prior to an award, any contract which may result from this RFP. Further, this RFP creates no obligation on the part of the University to award a contract. The company's proposal will represent its best and final offer.

3.7.3 **Effective Period of Proposals:** The proposals submitted must remain in effect for a minimum period of one hundred and twenty (120) days after the closing date to allow time for evaluation, approval and award of the contract.

3.7.4 **Minor Defects:** If, during the evaluation process, the University determines that a particular mandatory requirement may be modified or waived and still allow the University to obtain goods/services that substantially meet the intent of this RFP, the mandatory requirement will be modified or waived for all bidders, and all proposals will be re-evaluated in light of the change.

3.7.5 **Withdrawal of Proposals:** A proposal shall not be modified, withdrawn or canceled by the bidder for a period of one hundred and twenty (120) days following the date and time assigned for the receipt of proposals.

Prior to the time and date assigned for receipt, proposals submitted early shall be modified or withdrawn only by written notice to the University. The Coordinator, as identified in paragraph 3.3, shall receive such written notice.

Modified proposals may be submitted up to the time designated for receipt of the proposals as noted in paragraph 3.4.1 provided they are then fully in conformance with these terms and conditions.

3.7.6 **Sales Tax Exemption:** The University of Connecticut is exempt from Federal Excise taxes and no payment will be made for any taxes levied on the contractor's employees' wages. The University is exempt from State and Local Sales and Use Taxes on the services and/or equipment supplies pursuant to this Agreement.

3.8 **Addenda to the RFP:** If it becomes necessary to revise any part of this RFP, notice of the revision will be given in the form of an addendum to all prospective proposers who are on record with the Purchasing Department as having received this RFP. All addenda shall become a part of this RFP. Receipt of addenda must be acknowledged by each proposer, and the failure of a proposer to acknowledge any addendum shall not relieve the proposer of the responsibility for complying with the terms thereof. All addenda must be signed by an authorized Respondent representative and returned with the proposal on or before the proposal opening date. Failure to sign and return any and all addendum acknowledgements shall be grounds for rejection of the proposal response.

3.9 **Pre-Award Presentations and Negotiations:**

3.9.1 **Pre-Award Presentations:** As a part of the evaluation process, the University may require, but is not obligated to, presentations from one or more of the highest ranked vendors. If a proposer is requested to make a presentation, the proposer will make the necessary arrangements and bear all costs associated with the presentation.

3.9.2 **Award Negotiations:** Selection may be made without further discussion or negotiation; therefore, proposals should be submitted on the most favorable terms which can be submitted in response to this Request for Proposal. Proposals must demonstrate an understanding of the scope of work and the ability to accomplish the tasks set forth and must include information that will enable the University to determine the vendor's over all qualifications. The University reserves the right to request additional information or clarification on any matter included in the
proposal. Prior to the award, the University may elect to conduct negotiations with one or more of the highest ranked vendors for purposes which include:

3.9.2.1 Resolving minor differences and informalities
3.9.2.2 Clarifying necessary details and responsibilities
3.9.2.3 Emphasizing important issues and points
3.9.2.4 Receiving assurances from vendors
3.9.2.5 Exploring ways to improve the final contract

3.10 Formation of Agreement:

3.10.1 At its option, the University may take either one of the following actions in order to form an agreement between the University and the selected respondent:

3.10.1.1 Accept a proposal as written by issuing a written "Notice of Award" to the selected respondent which refers to this RFP and accepts the proposal as submitted; or

3.10.1.2 Enter into negotiations with one or more respondents in an effort to reach a mutually satisfactory agreement which will be executed by both parties and will be based on this RFP, the proposal submitted by the selected respondent and the negotiations concerning these.

3.10.2 The response to this RFP will be considered an offer to contract. Because the University may use the alternative described in paragraph 3.10.1.2 above, each respondent should include in its written proposal all requirements, terms or conditions it may have, and should not assume an opportunity will exist to add such matters after the proposal has been submitted.

3.10.3 The University reserves the right to award a contract not based solely on the firm with the lowest cost, but based on an offer which, in the sole opinion of the University best fulfills or exceeds the requirements of this RFP and is deemed to be in the best interest of the University.

3.10.4 It is mutually agreed by and between the University and the firm that acceptance of the firms offer by the issuance of a purchase order and co-signed agreement create a contract. The agreement will contain all the specifications, terms and conditions in this RFP. The University’s agreement format has been included for your review (See Section 7). If there are exceptions to be taken, these must be included in your proposal response.

3.10.5 The University expressly reserves the right to negotiate prior to an award, any contract which may result from this RFP.
Section 4
Terms and Conditions

The following terms and conditions will govern in the submission and evaluation of proposals and the award of a contract. Vendors are requested to carefully review the terms and conditions, as they will become part of any subsequent agreement and award.

4.0 Contract Status: The response to this RFP will be considered an offer to contract. Final negotiations on the lowest evaluated offer will be conducted to resolve any differences and informalities. After final negotiations, an acceptance of the proposal offer will be issued by the University in accordance with paragraph 4.1 below.

4.1 Contract Format: The resulting contract will incorporate this RFP, the response thereto, all additional agreements and stipulations, and the results of any final negotiations. All of these documents signed by both parties will constitute the final contract.

4.2 Contract Termination for Cause: The University may terminate any resulting contract for cause by providing a Notice to Cure to the Health Insurance Billing and Collection Servicer citing the instances of noncompliance with the contract.

4.2.1 The Servicer shall have ten (10) days to reply to the Notice to Cure and indicate why the contract should not be terminated and recommend remedies to be taken.

4.2.2 If the Servicer and the University reach an agreed upon solution, the Servicer shall then have thirty (30) days after such agreement is reached to cure the noncompliance cited in the Notice to Cure.

4.2.3 If a mutually agreed upon solution cannot be reached within ten (10) days after receipt of Notice to Cure by Servicer, the University reserves the right to terminate the agreement.

4.2.4 If the mutually agreed upon solution is not implemented within thirty (30) days from the date of agreement, the University reserves the right to terminate the contract.

4.3 Contract Modification: All requests for changes must be in writing on letterhead and submitted to the Purchasing Department. All changes to the contract must be agreed to in writing by both parties prior to executing any change; this applies to all rate changes.

4.4 Contract Assignment or Subcontract: The resulting contract shall not be assigned, transferred, or sublet in whole or in part without the prior written approval of the University.

4.5 Notification of Selected Servicer: It is the University's intention to review proposals, complete contract negotiations and execute an Agreement by May 1, 2009. All vendors will receive written notification of this action after the University of Connecticut Purchasing Department has approved the selection, the Attorney General’s Office has approved the agreement and the University of Connecticut Board of Trustees has approved the contract.

4.6 Indemnification Requirements:

4.6.1 Hold Harmless: The proposer agrees to jointly and severally indemnify and hold the University, its successors and assigns harmless from and against all liability, loss, damage or expense including reasonable attorney's fees which the State of Connecticut may incur or sustain by reason of the failure of the bidder to fully perform and comply with the terms and conditions of any contract resulting from this RFP. Further, the University assumes no liability for any damage to the property, or for personal injuries, illness, disabilities or deaths the contractor, contractor's employees and any other person subject to the contractor's control, or any other
person including members of the general public, caused in whole or in part, by a) contractor's 
breach of any term or provision of the awarded contract; or b) any negligent or willful act or 
omission of the contractor, its employees or subcontractors in the performance of the awarded 
contract. The contractor agrees to indemnify, save harmless and defend the University from and 
against any and all liabilities, claims, penalties, forfeitures, suits and the costs and expenses 
incident thereto (including the cost of defense, settlement and reasonable attorney's fees) which 
may hereafter incur, become responsible for, or pay out as a result of acts or omissions covered 
herein.

4.6.1 Liens: The successful Servicer shall keep the University free and clear from all liens asserted 
by any person or firm for any reason arising out of the furnishing of services or materials by or 
to the Servicer.

4.6.2 Choice of Law and Venue: The terms and provisions of this RFP and any contract(s) resulting 
from this RFP shall be construed in accordance with the laws of the State of Connecticut.

4.6.3 Actions of the Servicer: The actions of the successful Servicer with third parties are not binding 
upon the University. The Servicer is not a division of the University, partner or joint venture 
of/with the University.

4.7 Standard Terms and Conditions:

4.7.1 Federal, State and Local Taxes, Licenses and Permits: The successful vendor will comply with 
all laws and regulations on taxes, licenses and permits.

4.7.2 Waiver of Rights: No delay or failure to enforce any provision of this agreement shall 
constitute a waiver or limitations of University's rights under any resulting contract.

4.7.3 Prior Course of Dealings: The parties hereby agree that no trade usage, prior course of dealing 
or course of performance under other contracts shall be a part of this agreement or shall be used 
in the interpretation or construction of this agreement.

4.7.4 Contract Provisions by Reference: It is mutually agreed by and between the University and the 
vendor that the University's acceptance of the vendor's offer by the issuance of an executed 
Agreement shall create a contract between the parties thereto containing all specifications, 
terms and conditions in the Request for Proposal except as amended in the Agreement. Any 
exceptions taken by the vendor which are not included in the Agreement will not be part of the 
contract. Therefore, in the event of a conflict between the terms and conditions of the RFP and 
information submitted by a vendor, the terms and conditions of this Request for Proposal and 
Agreement will govern.

4.7.5 Warranty: The manufacturer’s standard warranty shall apply. The vendor warrants that the 
goods or services supplied hereunder will be of good workmanship and of proper materials, free 
from defects and in accordance with specifications and agrees to replace defective items 
promptly and at no charge to the University. If the vendor knows of the University’s intended 
use, the vendor warrants that the goods or services are suitable for the intended use.

4.7.6 Ethical Considerations: The proposing vendor must certify that no elected or appointed official 
or employee of the University has benefited, or will benefit financially or materially from the 
proposed services. The University may terminate any contract resulting from this RFP, if it is 
determined that gratuities of any kind were either offered to, or received by, any University 
officer or employee contrary to this policy. The authorized signatory of a submitted proposal 
automatically attests this to be true.

The laws of the State of Connecticut provide it is a felony to offer, promise or give anything of 
value or benefit to a State employee with intent to influence that employee’s acts, opinion,
judgment or exercise of discretion with respect to that employee’s duty. Evidence of violation of this statute will be turned over to the proper prosecuting attorney.

4.7.7 **Executive Order No. 3**: This Contract is subject to the provisions of Executive Order No. 3 of Governor Thomas J. Meskill promulgated June 16, 1971, and, as such, this contract may be cancelled, terminated or suspended by the State Labor Commissioner for violation of or noncompliance with said Executive Order No. Three, or any state or federal law concerning nondiscrimination, notwithstanding that the labor commissioner is not a party to this contract. The Parties to this Contract, as part of the consideration hereof, agree that said Executive Order No. Three is incorporated herein by reference and made a part hereof. The Parties agree to abide by said Executive Order and agree that the state labor commissioner shall have continuing jurisdiction in respect to contract performance in regard to nondiscrimination, until the contract is completed or terminated prior to completion. The Contractor agrees, as part consideration hereof, that this Contract is subject to the Guidelines and Rules issued by the state labor commissioner to implement Executive Order No. Three, and that it will not discriminate in its employment practices or policies, will file all reports as required, and will fully cooperate with the State of Connecticut and the state labor commissioner.

4.7.8 **Executive Order No. 17**: This Contract is subject to the provisions of Executive Order No. 17 of Governor Thomas J. Meskill promulgated February 15, 1973, and, as such, this Contract may be cancelled, terminated or suspended by the contracting agency or the State Labor Commissioner for violation of or noncompliance with said Executive Order No. Seventeen, notwithstanding that the Labor Commissioner may not be a party to this Contract. The Parties to this Contract, as part of the consideration hereof, agree that Executive Order No. Seventeen is incorporated herein by reference and made a part hereof. The Parties agree to abide by said Executive Order and agree that the contracting agency and the State Labor Commissioner shall have joint and several continuing jurisdiction in respect to contract performance in regard to listing all employment openings with the Connecticut State Employment Service.

4.7.9 **Executive Order No. 16**: This Contract is subject to the provisions of Executive Order No. 16 of Governor John G. Rowland promulgated August 4, 1999, and, as such, the Contract may be canceled, terminated or suspended by the state for violation of or noncompliance with said Executive Order No. Sixteen. The Parties to this Contract, as part of the consideration hereof, agree that:

(a) The Contractor shall prohibit employees from bringing into the state work site, except as may be required as a condition of employment, any weapon or dangerous instrument as defined in (b):

(b) Weapon means any firearm, including a BB gun, whether loaded or unloaded, any knife (excluding a small pen or pocket knife), including a switchblade or other knife having an automatic spring release device, a stiletto, any police baton or nightstick or any martial arts weapon or electronic defense weapon. Dangerous instrument means any instrument, article, or substance that, under the circumstances, is capable of causing death or serious physical injury.

(c) The Contractor shall prohibit employees from attempting to use, or threaten to use, any such weapon or dangerous instrument in the state work site and employees shall be prohibited from causing, or threatening to cause, physical injury or death to any individual in the state work site.

(d) The Contractor shall adopt the above prohibitions as work rules, violations of which shall subject the employee to disciplinary action up to and including discharge. The Contractor shall insure and require that all employees are aware of such work rules.

(e) The Contractor agrees that any subcontract it enters into in furtherance of the work to be performed hereunder shall contain provisions (a) through (d) of this Section.

4.7.10 **Executive Order No. 7C**: This Contract is subject to Executive Order No. 7C of Governor M. Jodi Rell, promulgated on July 13, 2006. The Parties to this Contract, as part of the consideration hereof, agree that:

(a) The State Contracting Standards Board (“the Board”) may review this contract and recommend to the state contracting agency termination of the contract for cause. The state
contracting agency shall consider the recommendations and act as required or permitted in accordance with the contract and applicable law. The Board shall provide the results of its review, together with its recommendations, to the state contracting agency and any other affected party in accordance with the notice provisions in the contract no later than fifteen (15) days after the Board finalizes its recommendation. For the purposes of this Section, “for cause” means:

(1) a violation of the State Ethics Code (Conn. Gen. Stat. Chapter 10) or Section 4a-100 of the Conn. Gen. Statutes or
(2) wanton or reckless disregard of any state contracting and procurement process by any person substantially involved in such contract or state contracting agency.

(b) For the purposes of this Section, “contract” shall not include real property transactions involving less than a fee simple interest or financial assistance comprised of state or federal funds, the form of which may include but is not limited to grants, loans, loan guarantees, and participation interests in loans, equity investments and tax credit programs. Notwithstanding the foregoing, the Board shall not have any authority to recommend the termination of a contract for the sale or purchase of a fee simple interest in real property following transfer of title.
(c) Notwithstanding the contract value listed in Conn. Gen. Stat. §§ 4-250 and 4-252, all procurements between state agencies and private entities with a value of $50,000 (fifty thousand dollars) or more in a calendar or fiscal year shall comply with the gift and campaign contribution certification requirements of section 4-252 of the Connecticut General Statutes and section 8 of Executive Order Number 1. For purposes of this section, the term “certification” shall include the campaign contribution and annual gift affidavits required by section 8 of Executive Order Number 1.

4.7.11 Mandatory Affidavits: The Office of Policy and Management has created new ethics forms effective August 1, 2007 to assist executive branch agencies in complying with the State of Connecticut's current contracting requirements, pursuant to the Connecticut General Statutes and Executive Orders of Governor M. Jodi Rell.

The University will require the applicable mandatory affidavits to be completed by the Vendor at the time of bid response and contract award. The required affidavits are enclosed as part of this document. Detailed information regarding the requirement of such affidavits can also be found on the Office of Policy and Management website: http://www.ct.gov/opm/cwp/view.asp?a=2982&q=386038&opmNav_GID=1806

Your proposal response must include the following original, notarized affidavits to be considered compliant:
- Form 1 – “Gift and Campaign Contribution Certification”
- Form 5 – “Consulting Agreement Affidavit”
- Form 6 – “Affirmation of Receipt of Summary of State Ethics Laws”

4.7.12 Signature Authorization Documentation:
Signature authorization documentation must be included in your proposal response under the following guidelines in reference to the individual signing this proposal.
- If the contractor is an individual, who is signing the proposal in his/her individual capacity, then no signature authorization documentation is required.
- With the exception of an individual, signing in his/her individual capacity, ALL contractors must provide some type of signature authorization documentation clearly stating who is authorized to sign the proposal on the contractor’s behalf.
- Documentation must clearly state when and how such authorization was given.
- Documentation must state that the authorization is still in full force and effect.
- Documentation must be signed by someone other than the individual signing the proposal ON OR AFTER the date the proposal is signed.
- Corporate Resolution, Secretarial Certification or Ratification are acceptable forms of signature authorization documentation.
Samples and further information are on the University of Connecticut contract web page: 
http://psa.uconn.edu/corpres.html

4.7.13 SEEC Requirements:
With regard to a State contract as defined in P.A. 07-1 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 this submission in response to the State's solicitation expressly acknowledges receipt of the State Elections Enforcement Commission's notice advising prospective state contractors of state campaign contribution and solicitation prohibitions, and will inform its principals of the contents of the notice. [SEEC Form 11].

4.7.14 Whistleblower Protection:
In accordance with the University’s compliance program, the University has in place an anonymous ethics and compliance reporting hotline service – 1-888-685-2637. Any person who is aware of unethical practices, fraud, violation of state laws or regulations or other concerns relating to University policies and procedures can report such matters anonymously. Such persons may also directly contact the University’s compliance office at: Office of Audit, Compliance, and Ethics, 9 Walters Avenue, Unit 5084, Storrs, CT 06269-5084; Phone 860-486-4526; Fax 860-486-4527. As a provider of goods and/or services to the University, you are hereby required to notify your employees, as well as any subcontractors, who are involved in the implementation of this contract, of this reporting mechanism.

4.8 Responsibilities of the Servicer:

4.8.1 Observing Laws and Regulations: The vendor shall keep fully informed of and shall faithfully observe all laws, federal and state, and all ordinances and regulations affecting responsibility to the University, or affecting the rights of supplier's employees, and he shall protect and indemnify the University, its officers, and agents against any claims of liability arising from or based on any violation thereof.

4.8.2 Representations: Each firm, by submitting a proposal, represents that it:

4.8.2.1 Has read and completely understands the proposal documents.
4.8.2.2 Is totally familiar with the conditions under which the work is to be performed including availability and cost of labor and materials.

4.9 Repairs to Property Damage: Existing facilities damaged during delivery and/or service by the vendor, the vendor’s agents or employees, shall be repaired to the satisfaction of the University. All repairs shall be accomplished at no cost to the University.

4.10 Delivery Requirements: The University is in the midst of an ambitious, campus-wide building campaign which has resulted in the closing and/or relocation of roads and driveways through the Storrs campus, often times resulting in traffic congestion and making access to buildings and parking at the University difficult. To safeguard the students, faculty and staff, as well as the aesthetic beauty of the University, all Proposers are reminded that the following rules and considerations will be required when making deliveries to any University of Connecticut campus:

- Driving speeds on campus must be kept at a maximum of 25 mph to ensure maximum safety. **Pedestrians have the right of way at all times.**
- All traffic signs, lights or other indicators are to be obeyed. This is of utmost importance given the amount of construction and pedestrians on campus.
- Driving on sidewalks, unless otherwise posted, is forbidden. Violators will be ticketed and chronic violators may be barred from doing business with the University. In those areas where sidewalk driving is permitted and required, drivers must employ adequate skills so as to avoid driving on adjacent green spaces.
It is preferable that deliveries to any facility loading dock be made utilizing a maximum sized 24’, 6-wheel saddle truck. To facilitate other deliveries, it is imperative delivery trucks have the capability to off load large quantities (pallets) in short periods of time. Commissary warehouse deliveries must be limited to a maximum of 50 cases delivered by saddle truck only.

4.11 Parking Guidelines:
Parking Services Information
University of Connecticut
Parking & Transportation Services
3 North Hillside Road, Unit 6199
Storrs, CT 06269-6199

Phone: (860) 486-4930
Fax: (860) 486-0191

The following rules and regulations provide guidance and information when bringing a vehicle onto the University of CT Storrs Campus. These policies follow Connecticut State Statute 10A-139 and are intended to provide control and availability of campus parking. All students, employees, vendors, visitors, contractors, etc., who park a motor vehicle on campus are subject to these rules and regulations.

It is the responsibility of all individuals operating a motor vehicle on campus to be aware of and abide by the parking policies contained in this literature. Operating a vehicle on campus is deemed evidence of the vehicle operator's acceptance and understanding of these policies.

Parking on the Storrs campus is strictly regulated and is allowed only in paved, lined areas. Parking on lawns, grounds, or sidewalks is strictly prohibited. Parking during the hours of 7AM and 5PM, Monday through Friday is by permit only. Some areas are restricted beginning at 5AM or for 24 hours (as posted). Violators will be ticketed and are subject to towing.

Parking in the North and South Garage is available for vehicles for a daily fee. There is no overnight parking available in the garages.

The Storrs campus is primarily a pedestrian campus. All motor vehicles must stop for pedestrians in crosswalks according to Connecticut State law. The maximum speed limit on campus is 25MPH. The maximum speed in all parking lots is 10MPH. These limits are in effect 24 hours per day.

Parking on campus is in high demand. Anyone who can avoid bringing a vehicle to campus should do so. The use of carpools and public transportation is encouraged. A shuttle service is operated to serve the University of Connecticut at Storrs and surrounding areas. This shuttle is free to UConn students, employees, and visitors. For information on shuttle services and schedules, call Transportation at (860) 486-1448.

Visitor Parking
It is the responsibility of the host/hostess to inform guests of the University's parking regulations. Visitors to campus are directed to park in either the metered areas (not to exceed 45 minutes) or a parking garage. For information about parking garage rates and hours, click here for North Garage or call (860) 486-6267; click here for South Garage or call (860) 486-9088.

Load Zones
Load zones are restricted to loading and unloading of materials and are limited to 15 minutes 24 hours per day, unless otherwise posted. Four-way flashers must be left on to indicate loading. Notes left on vehicles will not be accepted. Vehicles cannot be parked in load zones overnight or on weekends.
http://www.park.uconn.edu/Parking2.html
4.12 **Insurance:** Within 10 days of notification of award the successful firm must provide a certificate of insurance that indicates coverage naming the University of Connecticut as additional insured and indicating coverage for a minimum of:

4.12.1 **Workers Compensation and Employers’ Liability:**
Statutory coverage in compliance with the Compensation laws of the State of Connecticut. Coverage shall include Employer’s Liability with minimum limits of $100,000 each accident, $100,000 disease-each employee and $500,000 disease-policy limit.

4.12.2 **Commercial General Liability:**
$1,000,000 Combined Single Limit per occurrence for bodily injury, personal injury and property damage. Coverage shall include Premises and Operations, Independent Contractors, Products and Completed Operations, Contractual Liability and Board Form Property Damage coverage. If a general aggregate is used, the general aggregate limit shall apply either separately to the project or the general aggregate limit shall be twice the occurrence amount.

4.12.3 **Automobile Liability:**
$1,000,000 Combined Single Limit Automobile Liability insurance shall be maintained against claims for damages resulting from bodily injury, including wrongful death, and property damage which may arise from the operations of any owned, leased, hired or non-owned automobiles used by or for the Contractor in any capacity in connection with carrying out this contract.

4.12.4 **Minimum Scope of Insurance:**
All Liability insurance policies shall be written on an “occurrence” basis only. All insurance coverage is to be placed with insurers authorized to do business in the State of Connecticut and must be placed with an insurer that has an A.M. Best’s Rating of no less than A-, VII. All certificates of insurance shall be provided to the University of Connecticut, Purchasing Department. The University of Connecticut shall be named as Additional Insured for liability coverage required under this document. The Contractor’s insurer shall have no right of recovery of subrogation against the University of Connecticut and the Contractor’s insurance shall be primary coverage. The Certificate Holder Box shall read: University of Connecticut, 3 North Hillside Road, Storrs, CT 06269-6076.

4.13 **RFP Evaluation:**
4.13.1 **RFP Evaluation Criteria:** The award of a Health Insurance Billing and Collection Services Agreement will be based upon a comprehensive review, analysis and negotiation of the proposal, which best meets the needs of the University. The contract award will be based on a points-earned matrix derived from a technical and financial evaluation.

The award shall be made to the most responsive proposer offering the best value and with the highest total matrix scores as determined by the University. All vendors submitting proposals concur with this method of award and will not, under any circumstances or in any manner, dispute any award made using this method.

All proposals will be evaluated by a committee, which will use the specific evaluation criteria listed below. The importance given to each element is represented proportionately by the respective maximum weight assignments. Proposals will be evaluated as to the vendor’s response to the following criteria:

- **4.13.1.1 Company Background and Experience**
- **4.13.1.2 Proposed Solution’s compliance with requirements**
- **4.13.1.3 Cost Competitiveness**
- **4.13.1.4 Implementation Strategy**
- **4.13.1.5 References**

**Total Maximum Points Available:** 100 points
4.13.2 As part of its proposal review, the University may request and consider presentations, review of references and supplier representatives.

4.13.3 **Presentations:** The University reserves the right, but is not obligated, to request and require that a vendor provide a formal presentation of its proposal at a date and time to be determined. If required by the University, it is anticipated that such presentation will not exceed two (2) hours. No vendor will be entitled to be present during, or otherwise receive any information regarding, any other presentation of any other vendor. Vendors shall bear all costs associated with their presentation.

4.13.4 **Review of References:** All offers shall include at least five (5) references similar in size and scope to the University. Please include name, title, telephone number and email address of a contact person at each institution/organization. Reference checks will be performed electronically: please notify your references of this future electronic transaction.

4.13.5 **Supplier Representatives:** Vendor must identify the individuals it anticipates will be assigned to the University account. Provide names, titles and a brief resume of each individual. In addition, include a description of the responsibilities, certifications and training of each of those individuals. The University reserves the right to conduct interviews with identified supplier representatives as a part of its evaluation process.

4.13.6 The University will include in its evaluation: proposals, presentations, if requested, references and interviews. In addition, the award will be predicated upon the successful negotiation of the specific terms and conditions to be included in the Agreement. The University will be the sole judge of the suitability of the proposed vendor.

4.13.7 **Proposal Qualification Data:** If necessary to evaluate vendor qualification, vendor may be requested to furnish information on the following items:

- 4.13.7.1 Financial resources.
- 4.13.7.2 Personnel resources.
- 4.13.7.3 Executives and key person resumes.
- 4.13.7.4 Ability to meet delivery and service schedules.
- 4.13.7.5 Ability to meet specifications quality requirements.

4.13.8 **Requests for Clarification by Vendors:** Any vendor may request that the University clarify any information contained in this Request for Proposal to establish a Health Insurance Billing and Collection Service Agreement. All such requests must be made in writing to:

Kathleen Joy  
Assistant Director, Purchasing  
University of Connecticut  
3 North Hillside Road Unit 6076  
Storrs, CT 06269-6076  
Fax: (860) 486-5051  
Email: kathleen.joy@uconn.edu

The University will provide a written response to all written requests for clarification within five (5) business days after its receipt of such request. The University will not respond to any request for clarification received by the University after the close of business ten (10) days prior to opening of this RFP. The University's response to any request for clarification, together with a copy of the request for clarification, will be provided contemporaneously by the University to each party receiving this RFP.

**Under no circumstances, may any vendor or its representative contact any employee or representative of the University regarding the RFP prior to the closing date, other than as**
provided in this section. Strict adherence to this important procedural safeguard is required and appreciated.

Any violation of this condition may result in vendor being considered non-compliant and ineligible for award.

4.14 Requests for Clarification by the University: The University may request that any vendor clarify or supplement any information contained in their response. Vendors are required to provide a written response within ten (10) business days of receipt of any request for clarification by the University.

4.15 Communications between the University and the Vendor:

4.15.1 Informal Communications:
From the date of receipt of this RFP by each vendor until a binding contractual agreement exists with the selected vendor and all other vendors have been notified or when the University rejects all proposals, informal communications regarding this procurement shall cease. Informal communications shall include but not be limited to:

4.15.1.1 Requests from the vendors to any department(s) at the University, for information, comments, speculation, etc; and

4.15.1.2 Requests from any department at the University, or any employee of the University for information, comments, speculation, etc.

4.15.2 Formal Communications:
From the date of receipt of this Request for Proposal by each vendor until a binding contractual agreement exists with the selected vendors and all other vendors have been notified or when the University rejects all proposals, all communications between the University and the vendors will be formal, or as provided for in this Request for Proposal. Formal communications shall include but not be limited to:

4.15.2.1 Pre-Proposal Conference
4.15.2.2 Oral Presentations
4.15.2.3 Pre-Award Negotiations

4.15.3 ANY FAILURE TO ADHERE TO THE PROVISIONS SET FORTH IN 4.15.1 AND 4.15.2 ABOVE MAY RESULT IN THE REJECTION OF ANY VENDORS PROPOSAL OR CANCELLATION OF THIS REQUEST FOR PROPOSAL.

4.16 Additional Contract Requirements: The University anticipates that the Health Insurance Billing and Collection Services Agreement will include additional contract requirements including, but not limited to, the following:

4.16.1 License: The Health Insurance Billing and Collection Services Agreement will not grant the vendor a license or other right to duplicate or use any image or intellectual property of the University in any manner other than as may be expressly approved in writing in connection with the performance of the contract.

4.16.2 Advertisements: Unless specifically authorized in writing by University Communications on a case by case basis, the vendor shall have no right to use, and shall not use, the name of the University of Connecticut, its officials or employees, or the Seal of the University, a) in any advertising, publicity, promotion; nor b) to express or imply any endorsement of contractor's products or services; nor c) to use the name of the state, its officials or employees or the University seal in any manner (whether or not similar to uses prohibited by subparagraphs (a) and (b) above) except only to manufacture and deliver in accordance with this agreement such items as are hereby contracted by the University.
4.16.2.1 **Licensed Merchandise:** Pre-authorization must be received from the Division of Athletics licensing coordinator for the use of University's names, marks, and logos.

4.16.3 **Patent and Copyright:**

4.16.3.1 The vendor shall pay all royalties, license fees, and patent to invention rights, or copyrights or trade and service marks and defend all suits or claims for the infringement of any patent or invention right or copyrights or trade and service marks involved in the items furnished in commitment with the Health Insurance Billing and Collection Services Agreement.

4.16.3.2 The vendor will hold and save the University and its officers, agents, servants, and employees harmless from liability of any nature or kind, including cost and expenses for, or on account of any patented or unpatented invention, process, article, or appliance furnished in the performance of the Agreement including its use by the owner, unless otherwise specifically stipulated.

4.16.3.3 Copyrights for any item specified shall be the property of the University and insure to its benefit and vendor shall execute such documents, as University may require, for the perfection thereof.

4.16.3.3.1 **OSHA Compliance:** All items to be furnished hereunder shall meet all applicable State and Federal requirements of the Occupational Safety and Health Act. All alleged violations and deviations from said state and federal regulations or standards of the items or services to be furnished hereunder, must be set forth on the proposed requirements and criteria in the proposal response. Or, if at any later date the items or services contained herein shall not meet all applicable state and federal requirements after the vendor is awarded the contract hereunder, the vendor must notify the University's Executive Director of Procurement & Logistical Services immediately by registered mail.

4.17 **Award of Contract:** While it is the University’s intent to make a single award, it does reserve the option to issue multiple awards. The “single” award will be one contract to the qualified vendor whose proposal, conforming to the conditions and requirements of the RFP, is determined to be the most advantageous to the University. The “multiple award” refers to contracts issued to multiple vendors based on their ability to meet the requirements set forth in this RFP.

4.18 **Payment Terms:** The vendor will remit reimbursement payments to Student Health Services with Explanation of Benefits (EOB) no later than 30 days after vendor’s receipt of payment from the insurance or other third party payer.

4.19 **F.O.B. Point/Minimum Order:** All pricing/discounts shall include delivery and transportation charges fully prepaid F.O.B. Destination Point. No extra charges for packing or packages will be allowed. No additional Fuel Surcharges may be imposed. There shall be no minimum order amounts.
Section 5
Statement of Work/Requirements

This section identifies all mandatory requirements that must be present in the proposal before further consideration will be given.

5.0 Statement of Work
The University of Connecticut is seeking proposals from qualified firms with extensive experience with college health billing for the purpose of entering into an agreement with a Health Insurance Billing and Collection Services firm for provision of a comprehensive, fully supported, turnkey system of billing third parties for the clinical services provided by our Student Health Services.

5.1 Proposer Qualification Requirements:

5.1.1 Local, regional and national health insurance billing and collection experience. The Proposer must demonstrate the ability, through its professional staff expertise, organizational systems and programs, and proven experience, to plan, implement and effectively manage a third party billing and collection program that focuses on Connecticut and the New England region but also has national experience.

5.1.2 National university student health billing and collection experience. The Proposer must demonstrate the ability, through its professional staff expertise, organizational systems and programs, and proven experience, to plan, implement and effectively manage a third party billing and collection program for a university health service and university students. Must have a minimum of two (2) years experience at this level.

5.1.3 Certified Coders. Proposers’ coders must be certified medical coders familiar with CPT, ICD-9/ICD-10, HCPCS and DSM-IV coding.

5.2 Business/Service Requirements:

5.2.1 Claims Management. The Proposer will process health insurance claims off-site for reimbursement of charges for professional clinical services provided to patients at the Student Health Services that are covered by insurance carriers or other third party payers including State and Federal assistance programs. This includes activities such as member insurance eligibility verification, “scrubbing” claims to eliminate errors prior to submission to payer, prescreening claims for bundling and medical necessity requirements prior to submitting to the payer, reporting to confirm payer receipt, submission of electronic secondary claims to payers, claims auditing, documenting the history of each claim/batch throughout their full life cycle, collecting revenues from third parties on behalf of Student Health Services and distributing same.

The Proposer will provide strategic reports monthly that summarize revenues and aging by provider, procedure, or payer grouping. The Proposer will provide operational reports weekly and monthly that show detailed charge-level data to aid in identifying specific areas to improve process efficiency, revenue collections and reimbursement.

The proposer will not process claims that are covered by the student health insurance plan (currently Aetna Student Health.)

5.2.2 Security and Privacy. Proposer’s processes, policies and procedures must be fully and completely compliant with electronic transmission standards and security requirements and all other regulations as required by HIPAA, FERPA and Connecticut patient privacy and security laws.
5.2.3 **Electronic document storage.** Proposer’s solution must include the electronic storage of Student Health Services paper documents (including but not limited to demographic sheets, charge tickets, reports) required for coding.

5.2.4 **Coding.** Proposer must use the most current ICD, CPT, HCPCS and DSM coding methods and resources. A Certified Medical Coder must be available to answer providers’ coding questions. The Proposer must provide accurate and comprehensive coding usage reports that improve provider education and enable better medical claim management decisions.

5.2.5 **Use of existing Student Health Services software.** The Proposer must interface with or otherwise utilize the Student Health Services’ PyraMED medical practice management software system at no additional cost to Student Health Services or the University throughout the life of the contract.

5.2.6 **Development of Third Party Billing Agreements and Credentialing.** The Proposer will also assume primary responsibility to get Student Health Services clinicians empanelled as providers for health maintenance and other insurance payer organizations. The Proposer will assist Student Health Services in completing applications and documentation required to have the Student Health Service’s licensed and qualified clinical staff credentialed in the appropriate provider networks, as well as monitor expiration dates and alert SHS staff of any licenses, certifications or contracts coming due.

5.2.7 **Support/Customer Service.** The Proposer shall provide a toll free (800) telephone number for use by Student Health Services staff and patients with inquiries regarding the status of a claim, correspondence, payment and other information requested. The Proposer shall respond to inquiries within twenty-four (24) hours.

5.2.8 **Training.** The Proposer shall provide an on-site training experience for a minimum of three days before third party billing begins for Student Health Services staff to help them prepare effectively for their roles regarding third party billing. The training should include preparation in topics such as proper documentation of clinical visits to support evaluation/management coding levels; front desk procedures; and responding to inquiries or requests from patients or third party payers. Additionally, the Proposer shall provide follow-up training of these employees as well as service call support for the department. The Proposer shall provide additional training and support through on-campus visits and regional seminars.

5.2.9 **Marketing/Communications.** The University desires that the Proposer assist Student Health Services in developing documents, brochures, Web site text, lists of frequently asked questions, revised informational materials, press releases for the campus newspaper, and other communications or public relations materials to inform students, faculty and staff, and other members of the campus community about the availability of insurance billing in Student Health Services.
Section 6
Information Required From Respondents

Please format your response following the outline below.

6.1 Company Background and Experience

6.1.1 Company Structure
The Proposer will include in the proposal response the legal form of their business organization, the state in which incorporated (if a corporation), the types of business ventures in which the organization is involved, the office location that will be the point of contact during the term of any resulting agreement, and a chart of the organization structure, including the reporting relationships, as they relate to this RFP. Proposers will validate HIPAA Compliance.

6.1.2 Experience
Local, regional and national health insurance billing and collection experience. National college health billing and collection experience. The Proposer must have at least two full consecutive years experience in providing all of the health insurance implementation, training, and billing & collection services outlined in this RFP document specific to university health services.

The Provider will submit with their proposal response a list of all (must have a minimum of three) clients for whom similar range of services, as detailed in this RFP, have been provided during the past three (3) years. The list must include:

- dates of service
- name of contact person
- title of contact person
- phone number of contact person

The Provider will also disclose any services terminated by the client(s) and the reason(s) for termination over the last five (5) years.

6.1.3 Business Litigation
The Provider will disclose any involvement by the organization or any officer or principal in any material business litigation within the last five (5) years. The disclosure will include an explanation, as well as the current status and/or disposition.

6.1.4 Financial Viability
The university reserves the right to request that the Proposer provide a copy of its most current Annual Report or audited Statement of Financial Condition (include one copy only in the original). This document will be used to help make a determination of Servicer’s responsibility.

6.2 Proposed Solution

6.2.1 Claims Management.
The Proposer will recover potential third party billing revenue for Student Health Services. Proposer must demonstrate effective interface with PyraMED software; experienced billing personnel; effective quality assurance procedures; assertive collections techniques, careful tracking of individual claims through the billing system; and timely payment of revenues.

6.2.2 Coding and Compliance.
Certified medical coders will verify the procedures and diagnoses described and documented in the submitted charts, utilizing the most current ICD, CPT, HCPCS and DSM-IV coding methods and resources. The Proposer shall discuss process/procedures to insure that its
personnel identify errors and check all on-line and mailed insurance reports to correct and resubmit claims promptly.

6.2.3 **Development of Infrastructure to Support Third Party Billing.**
The Proposer will discuss how they will work with Student Health Services to revise and refine procedures regarding obtaining insurance information, verifying coverage, providing care for indigent or uninsured students, and documentation of services provided.

6.2.4 **Document Storage.**
The Proposer will store electronic image copies of the Student Health Service payment registers, and other insurance company payment registers, and customer correspondence will be stored for as long as legally required and/or necessary. Proposers must discuss their capabilities in this area.

6.2.5 **Development of Third Party Billing Agreements.**
The University requires the Proposer to assume primary responsibility for developing third party billing agreements, including negotiating competitive reimbursement rates on behalf of the university and the Student Health Services. Proposers need to discuss similar efforts on behalf of other clients.

6.2.6 **Credentialing.**
Proposer must address their plan to complete applications and documentation required to have Student Health Service’s licensed and qualified clinical staff credentialled in the appropriate provider networks.

6.2.7 **Software.**
Include a plan to utilize the Student Health Services’ PyraMED medical practice management software system at no cost to the University throughout the life of the contract.

6.2.8 **Implementation Strategy.**
Proposer should provide a brief synopsis of their proposed plan and timeline for implementation for third party billing at the University. This should include how the technical and services support will be provided over the term of the contract.

6.2.9 **Collections.**
The Proposer will furnish current collection rates. Rates will be furnished as a percentage of dollars available for collection. Identify specifically how collection rate is determined (e.g. percent of total billed charges, or percent of allowable charges based on participation agreements.). The Provider will furnish sample claims aging profiles for at least three unidentified clients. Describe in detail proposer’s claims management procedures and processes including billing, aging collections and follow up.

6.2.10 **Training.**
Proposer must offer a minimum of three days of initial on-site training during implementation. Proposers must present an outline of their training plan (sample staff development program) for evaluation. In addition, Proposer must delineate its plan for the provision of ongoing (future) training and additional cost for same, if any.

6.2.11 **Support/Customer Service.**
Proposer must provide designated customer service representatives who will answer staff’s ad hoc questions via a toll free phone number. Proposer must provide a patient customer service department to act as the contact point for patients.

6.2.12 **Communication/Marketing.**
Proposer should address previous efforts at marketing and communication and provide samples of brochures, press releases etc for review.
6.3 **Financial Proposal**
Proposer must provide the percentage of collections to be remitted back to the University over the duration of the contract. This must include a breakout for laboratory and radiology transactions separately from other medical procedures.

6.4 **Exclusions or Exceptions**
Proposer shall use this section to identify any exclusions or exceptions to this Request for Proposal.

6.5 **Additional Information**
Proposer shall use this section to include any additional information that was not specifically requested in this Request for Proposal that should be considered in the evaluation of the response.
Section 7
Agreement Format

The terms and conditions should be reviewed very carefully to insure full responsiveness to this RFP. The anticipated Sample Purchasing Agreement will be, in form and substance, consistent with applicable University policy and regulations and State of Connecticut statutes and regulations regarding the creation and execution of such Agreement. The failure of any respondent to receive or examine any contract, document, form, or addendum will not relieve it of any obligation with respect to its proposal or any executed contract. The submission of a proposal shall be conclusive evidence and understanding of the University’s intent to incorporate such terms and conditions into the Agreement.

The University of Connecticut reserves the right to reject any proposal response that does not comply with the State’s contractual requirements. Proposals are subject to rejection in whole or in part if they limit or modify any of the terms and conditions and/or specifications of this RFP.

Agreement to follow on next page……
University of Connecticut

Purchasing Agreement
for
Health Insurance Billing and Collection Services

This Agreement (hereinafter “Agreement”) is made and entered into by and between:

University of Connecticut
Purchasing Department
3 North Hillside Road, Unit 6076
Storrs, CT 06269-6076
hereinafter “University”

and

____________________________

Purchasing Department
3 North Hillside Road, Unit 6076
Storrs, CT 06269-6076
hereinafter “Contractor”

Section 1
DEFINITIONS (if any):
A.
B.
C.

1.1. Term: This Agreement between the University and the Contractor will govern the provision of goods, services or other considerations (hereinafter “Services”) referenced herein from:

1.1.1 Effective Date: ___________________ End Date: ___________________

1.1.2 Amendment Terms: All revisions to this Agreement may only be made by written amendment executed by both parties and approved by the Office of the Attorney General prior to the end date of this Agreement.

1.2. Brief Summary of Services: Contractor will provide . . .

1.2.1 Service Location: Contractor will provide Services at/for the location(s) listed below:

1.3 Maximum Amount Payable: $ ___________________

1.3.1 Payment/Pricing Terms:

1.4 Detailed Contractor Responsibilities:

1.4.1 Responsibilities: Contractor will provide the following Services:

1.4.2 Deliverables/Methods: Contractor will deliver to University . . .

1.4.3 Work Schedule/Deadlines: Contractor will provide Services by . . .

1.5. University Responsibilities: University will . . .
1.6. **Notice:** All notices, demands or requests provided for or permitted to be given pursuant to this Agreement must be in writing. All notices, demands and requests shall be deemed to have been properly served if given by personal delivery, or if transmitted by facsimile with confirmed receipt, or if delivered to Federal Express or other reputable express carrier for next business day delivery, charges billed to or prepaid by shipper; or if deposited in the United States mail, registered or certified with return receipt requested, proper postage prepaid, addressed as follows:

If to the University* [name/address]:

If to the Contractor* [name/address]:

[Note: *Any party may change its Notice information by giving written notice in accordance with this Section.]

### Section 2 - State of Connecticut Required Terms and Conditions

As an Agency of the State of Connecticut (a sovereign entity) the University is governed by the following terms and conditions, which may not be modified, amended or deleted unless approved by the Office of the Attorney General.

2.1. **Statutory Authority.** Connecticut General Statute §§ 10a-104, 10a-108, 4a-52a, and 10a-151b provide the University with authority to enter into contracts in the pursuit of its mission.

2.2. **Claims.** The Contractor agrees that the sole and exclusive means for the presentation of any claim against the State of Connecticut or the University of Connecticut arising from this Agreement shall be in accordance with Chapter 53 of the Connecticut General Statutes (Claims Against the State) and the Contractor further agrees not to initiate any legal proceedings in any state or federal court in addition to, or in lieu of, said Chapter 53 proceedings.

2.3. **Insurance.** The Contractor agrees that while performing Services specified in this agreement s/he shall carry sufficient insurance (liability and/or other) as applicable according to the nature of the service to be performed so as to "save harmless" the State of Connecticut from any insurable cause whatsoever. If requested, certificates of such insurance shall be filed with the contracting State agency prior to the performance of Services.

2.4. **Governing Law.** This Agreement shall be construed in accordance with and governed by the laws of the State of Connecticut.

2.5. **Nondiscrimination and Affirmative Action Provisions In Contracts of the State and Political Subdivisions Other Than Municipalities.** The following subsections are set forth here as required by **Section 4a-60 of the Connecticut General Statutes:**

(a) Every contract to which the state or any political subdivision of the state other than a municipality is a party shall contain the following provisions:

1. The contractor agrees and warrants that in the performance of the contract such contractor will not discriminate or permit discrimination against any person or group of persons on the grounds of race, color, religious creed, age, marital status, national origin, ancestry, sex, mental retardation or physical disability, including, but not limited to, blindness, unless it is shown by such contractor that such disability prevents performance of the work involved, in any manner prohibited by the laws of the United States or of the state of Connecticut. The contractor further agrees to take affirmative action to insure that applicants with job-related qualifications are employed and that employees are treated when employed without regard to their race, color, religious creed, age, marital status, national origin, ancestry, sex, mental retardation, or physical disability, including, but not limited to, blindness, unless it is shown by such contractor that such disability prevents performance of the work involved; (2) the contractor agrees, in all solicitations or advertisements for employees placed by or on behalf of the contractor, to state that it is an "affirmative action-equal opportunity employer" in accordance with regulations adopted by the commission; (3) the contractor agrees to provide each labor union or representative of workers with which such contractor has a collective bargaining agreement or other contract or understanding and each vendor with which such contractor has a contract or understanding, a notice to be provided by the commission advising the labor union or workers' representative of the contractor's commitments under this section, and to post copies of the notice in conspicuous places available to employees and applicants for employment; (4) the contractor agrees to comply with each provision of this section and sections 46a-68e and 46a-68f and with each regulation or relevant order issued by said commission pursuant to sections 46a-56, 46a-68e and 46a-68f; (5) the contractor agrees to provide the Commission on Human Rights and Opportunities with such information requested by the commission, and permit access to pertinent books, records and accounts, concerning the employment practices and procedures of the contractor as relate to the provisions of this section and section 46a-56. If the contract is a public works contract, the contractor agrees and warrants that he will make good faith efforts to employ minority business enterprises as subcontractors and suppliers of materials on such public works project. Prior to entering into the contract, the contractor shall provide the state or such political subdivision of the state with documentation in the form of a company or corporate policy adopted by resolution of the board of directors, shareholders, managers, members or other governing body of such contractor to support the nondiscrimination agreement and warranty under subdivision (1) of this subsection. For the purposes of this section, "contract" includes any extension or modification of the contract, and "contractor" includes any successors or assigns of the contractor.

(b) For the purposes of this section, "minority business enterprise" means any small contractor or supplier of materials fifty-one percent or more of the capital stock, if any, or assets of which is owned by a person or persons: (1) who are active in the daily affairs of the enterprise, (2) who have the power to direct the management and
policies of the enterprise and (3) who are members of a minority, as such term is defined in subsection (a) of section 32-9n; and "good faith" means that degree of diligence which a reasonable person would exercise in the performance of legal duties and obligations. "Good faith efforts" shall include, but not be limited to, those reasonable initial efforts necessary to comply with statutory or regulatory requirements and additional or substituted efforts when it is determined that such initial efforts will not be sufficient to comply with such requirements.

(c) Determination of the contractor's good faith efforts shall include but shall not be limited to the following factors: The contractor's employment and subcontracting policies, patterns and practices; affirmative advertising, recruitment and training; technical assistance activities and such other reasonable activities or efforts as the commission may prescribe that are designed to ensure the participation of minority business enterprises in public works projects.

(d) The contractor shall develop and maintain adequate documentation, in a manner prescribed by the commission, of its good faith efforts.

(e) The contractor shall include the provisions of section (a) above in every subcontract or purchase order entered into in order to fulfill any obligation of a contract with the state and such provisions shall be binding on a subcontractor, vendor or manufacturer unless exempted by regulations or orders of the commission. The contractor shall take such action with respect to any such subcontract or purchase order as the commission may direct as a means of enforcing such provisions including sanctions for noncompliance in accordance with section 46a-56; provided, if such contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the commission, the contractor may request the state of Connecticut to enter into any such litigation or negotiation prior thereto to protect the interests of the state and the state may so enter.

2.6. Nondiscrimination – Contracts of the State and Political Subdivisions, Other Than Municipalities, To Contain Provisions Re Nondiscrimination on the Basis of Sexual Orientation. The following subsections are set forth here as required by Section 4a-60a of the Connecticut General Statutes:

(a) Every contract to which the state or any political subdivision of the state other than a municipality is a party shall contain the following provisions: (1) The contractor agrees and warrants that in the performance of the contract such contractor will not discriminate or permit discrimination against any person or group of persons on the grounds of sexual orientation, in any manner prohibited by the laws of the United States or of the state of Connecticut, and that employees are treated when employed without regard to their sexual orientation; (2) the contractor agrees to provide each labor union or representative of workers with which such contractor has a collective bargaining agreement or other contract or understanding and each vendor with which such contractor has a contract or understanding, a notice to be provided by the Commission on Human Rights and Opportunities advising the labor union or workers' representative of the contractor's commitments under this section, and to post copies of the notice in conspicuous places available to employees and applicants for employment; (3) the contractor agrees to comply with each provision of this section and with each regulation or relevant order issued by said commission pursuant to section 46a-56; (4) the contractor agrees to provide the Commission on Human Rights and Opportunities with such information requested by the commission, and permit access to pertinent books, records and accounts, concerning the employment practices and procedures of the contractor which relate to the provisions of this section and section 46a-56. Prior to entering into the contract, the contractor shall provide the state or such political subdivision of the state with documentation in the form of a company or corporate policy adopted by resolution of the board of directors, shareholders, managers, members or other governing body of such contractor to support the nondiscrimination agreement and warranty under subdivision (1) of this subsection. For the purposes of this section, "contract" includes any extension or modification of the contract, and "contractor" includes any successors or assigns of the contractor.

(b) The contractor shall include the provisions of subsection (a) of this section in every subcontract or purchase order entered into in order to fulfill any obligation of a contract with the state and such provisions shall be binding on a subcontractor, vendor or manufacturer unless exempted by regulations or orders of the commission. The contractor shall take such action with respect to any such subcontract or purchase order as the commission may direct as a means of enforcing such provisions including sanctions for noncompliance in accordance with section 46a-56; provided, if such contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the commission, the contractor may request the state of Connecticut to enter into any such litigation or negotiation prior thereto to protect the interests of the state and the state may so enter.

2.7. Executive Orders. The Contract is subject to the provisions of Executive Order No. Three of Governor Thomas J. Meskill, promulgated June 16, 1971, concerning labor employment practices, Executive Order No. Seventeen of Governor Thomas J. Meskill, promulgated February 15, 1973, concerning the listing of employment openings and Executive Order No. Sixteen of Governor John G. Rowland promulgated August 4, 1999, concerning violence in the workplace, all of which are incorporated into and are made a part of the Contract as if they had been fully set forth in it. At the Contractor's request, the Client Agency shall provide a copy of these orders to the Contractor. The Contract may also be subject to Executive Order No. 7C of Governor M. Jodi Rell, promulgated July 13, 2006, concerning contracting reforms and Executive Order No. 14 of Governor M. Jodi Rell, promulgated April 17, 2006, concerning procurement of cleaning products and services, in accordance with their respective terms and conditions.

2.8. Campaign Contribution Restrictions. For all State contracts as defined in Public Act 07-1 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 this Agreement expressly acknowledges receipt of 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 attached hereto as Exhibit A.

2.9. Termination for Cause. The University may terminate any resulting contract for cause by providing a Notice to Cure to the Contractor citing the instances of noncompliance with the contract. The Contractor shall have ten (10) days to reply to the Notice to Cure and indicate why the contract should not be terminated and recommend remedies to be taken.
a) If the Contractor and the University reach an agreed upon solution, the Contractor shall then have thirty (30) days after such agreement is reached to cure the noncompliance cited in the Notice to Cure.

b) If a mutually agreed upon solution cannot be reached within ten (10) days after receipt of Notice to Cure by Contractor, the University reserves the right to terminate the agreement.

c) If the mutually agreed upon solution is not implemented within thirty (30) days from the date of agreement, the University reserves the right to terminate the contract.

d) The University shall be obligated only for those goods or Services rendered and accepted prior to the date of Notice of Termination.

e) Remedies Upon Default: In any case where the Contractor has failed to deliver or has delivered non-conforming goods or Services, the University shall provide a "Notice to Cure." If after notice the Contractor continues to be in default, the University may procure goods or Services as substitution from another source and charge the cost difference to the defaulting Contractor.

2.10. Termination for Convenience.

(a) The University may terminate performance of work under the Contract in whole or in part whenever, if for any reason the University shall determine that such termination is in the best interest of the University and/or the State of Connecticut.

(b) This Agreement shall remain in full force and effect for the entire term of the contract period stated in Section 1.1 unless cancelled by the University, by providing the Contractor _____ days written notice of such intention. If the University elects to terminate the Contract pursuant to this provision, the Contract Administrator and/or designee shall notify the Contractor by certified mail, return receipt requested. Termination shall be as of the close of business on the date specified in the notice.

2.11. Force Majeure. If the performance of obligations under this Agreement are rendered impossible or hazardous or is otherwise prevented or impaired due to illness, accident, Act(s) of God, riots, strikes, labor difficulties, epidemics, earthquakes, and/or any other cause or event, similar or dissimilar, beyond the control of the Contractor, then each party's obligations to the other under this Agreement shall be excused and neither party shall have any liability to the other under or in connection with this Agreement.

2.12. Entire Agreement and Amendment. This Agreement is the entire agreement between the Contractor and the University and supersedes and rescinds all prior agreements relating to the subject matter hereof. This Agreement may be amended only in writing signed by both the Contractor and the University and if applicable, approved by the Office of the Attorney General. The Contractor indicates it has read and freely signed this Agreement, which shall take effect as a sealed instrument. The Contractor further certifies that the terms of this agreement are legally binding and its duly authorized representative has signed this agreement after having carefully read and understood the same.

2.13. Additional Required Contractor Signature Authority, Affidavits and Certifications.

(a) The individual signing this Agreement on behalf of the Contractor certifies that s/he has full authority to execute the same on behalf of the Contractor and that this Agreement has been duly authorized, executed and delivered by the Contractor and is binding upon the Contractor in accordance with its terms. The Contractor shall provide a Corporate Resolution or other signature authority documentation certifying that the individual executing this Agreement has been authorized by the governing body of the Contractor to sign on behalf of the Contractor. Sample forms can be found at: http://www.contracts.uconn.edu/corpres.html

(b) The University, as an agency of the State of Connecticut, requires that notarized Gift and Campaign Contribution Certificates (Office of Policy and Management “OPM” Form 1) and Consulting Agreement Affidavits (OPM Form 5) accompany all State contracts/agreements with a value of $50,000 or more in a calendar or fiscal year. [Form 1 is also used with a multi-year contract to update the initial certification on an annual basis.] The State also requires an Affirmation of Receipt of State Ethics Laws Summary (OPM Form 6) which must accompany large State construction or procurement contracts with a value of $500,000 or more. Pursuant to Conn. Gen. Stat. § 4-252(c)(1), these documents must be executed by the official who is authorized to execute the contract/agreement on behalf of the Contractor. Ethics Affidavits and Certifications can be found at: http://www.ct.gov/opm/cwp/view.asp?a=2982&q=386038

(c) An executed Nondiscrimination Certification must also be provided by the Contractor at the time of contract execution for all contracts/agreements with corporations and other entities, regardless of type, term, cost or value. The Certification requires the signer to disclose his/her title and certify that the Contractor has in place a properly-adopted policy, which supports the nondiscrimination requirements of Connecticut law. This Certification is required for all original contracts/agreements as well as amendments. The Nondiscrimination Certification form can be found at: http://www.ct.gov/opm/lib/om finance/psa/oag nondiscrim_certification_080207 fillable_form.doc

IN WITNESS WHEREOF, this Agreement has been duly executed by the following parties:

UNIVERSITY OF CONNECTICUT:

By: ___________________________ By: ___________________________

Print Name: ___________________________ Print Name: ___________________________

Title: ___________________________ Title: ___________________________

CONTRACTOR: ___________________________

Print Name: ___________________________

Title: ___________________________
NOTICE TO EXECUTIVE BRANCH STATE CONTRACTORS AND PROSPECTIVE STATE CONTRACTORS OF CAMPAIGN CONTRIBUTION AND SOLICITATION BAN

This notice is provided under the authority of Connecticut General Statutes 9-612(g)(2), as amended by P.A. 07-1, and is for the purpose of informing state contractors and prospective state contractors of the following law (italicized words are defined below):

**Campaign Contribution and Solicitation Ban**

No state contractor, prospective state contractor, principal of a state contractor or principal of a prospective state contractor, with regard to a state contract or state contract solicitation with or from a state agency in the executive branch or a quasi-public agency or a holder, or principal of a holder of a valid prequalification certificate, shall make a contribution to, or solicit contributions on behalf of (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of Governor, Lieutenant Governor, Attorney General, State Comptroller, Secretary of the State or State Treasurer, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee; In addition, no holder or principal of a holder of a valid prequalification certificate, shall make a contribution to, or solicit contributions on behalf of (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of State senator or State representative, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee.

**Duty to Inform**

State contractors and prospective state contractors are required to inform their principals of the above prohibitions, as applicable, and the possible penalties and other consequences of any violation thereof.

**Penalties for Violations**

Contributions or solicitations of contributions made in violation of the above prohibitions may result in the following civil and criminal penalties:

Civil penalties—$2000 or twice the amount of the prohibited contribution, whichever is greater, against a principal or a contractor. Any state contractor or prospective state contractor which fails to make reasonable efforts to comply with the provisions requiring notice to its principals of these prohibitions and the possible consequences of their violations may also be subject to civil penalties of $2000 or twice the amount of the prohibited contributions made by their principals.

Criminal penalties—Any knowing and willful violation of the prohibition is a Class D felony, which may subject the violator to imprisonment of not more than 5 years, or $5000 in fines, or both.

**Contract Consequences**

Contributions made or solicited in violation of the above prohibitions may result, in the case of a state contractor, in the contract being voided.

Contributions made or solicited in violation of the above prohibitions, in the case of a prospective state contractor, shall result in the contract described in the state contract solicitation not being awarded to the prospective state contractor, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

The State will not award any other state contract to anyone found in violation of the above prohibitions for a period of one year after the election for which such contribution is made or solicited, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

Additional information and the entire text of P.A. 07-1 may be found on the website of the State Elections Enforcement Commission, [www.ct.gov/seec](http://www.ct.gov/seec). Click on the link to “State Contractor Contribution Ban.”
Proposals should include five institutions, of similar or the same size, where your organization is currently providing Health Insurance Billing and Collection Services of the type you are proposing for the University of Connecticut. Please include name, e-mail address and telephone number of a contact person at each institution. Reference checks will be performed electronically: please be sure the e-mail address provided is current and the reference has been notified of this forthcoming electronic transmission.

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<th>Company</th>
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Section 9
Form of Proposal
RFP# KJ020209
Health Insurance Billing and Collection Services

Date: February 19, 2009

TO: University of Connecticut
    Purchasing Department
    3 North Hillside Road Unit 6076
    Storrs, CT. 06269-6076

1. The undersigned proposer, in response to our Request for Proposal for a Health Insurance Billing and Collection Services Agreement, having examined the proposal documents and being familiar with the conditions surrounding the proposed products and services, hereby proposes to provide such products and services meeting the requirements outlined in this Request for Proposal, in accordance with the proposal attached hereto.

2. Proposer acknowledges receipt of the following addenda which are a part of the bidding documents:
   _____, _____, _____, _____, _____, _____.

3. Proposer understands that the University reserves the right to reject any and all proposals, waive irregularities or technicalities in any offer, and accept any offer in whole or in part which it deems to be in its best interest.

4. Proposer agrees that this offer shall be good and may not be withdrawn for a period of 120 days after the public bid opening.

5. Proposer hereby certifies: (a) that this proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm or corporation; (b) that the proposer has not directly or indirectly induced or solicited any other proposer to put in a false or sham bid; (c) that the proposer has not solicited or induced any person, firm or corporation to refrain from bidding; and (d) that the proposer has not sought by collusion to obtain any advantage over any other proposer or over the University.

6. Proposer agrees that the response to this proposal is a legal and binding offer and the authority to make the offer is vested in the signer. Minor differences and informalities will be resolved by negotiation prior to acceptance of the offer.

7. Payment Terms: __________________________

8. Financial Proposal:
   Percentage of collections to be remitted back to the University
   For Laboratory & Radiology transactions: ____%
   For all other transactions: ____%

NAME ______________________________________  DATE:________________________________

PHONE #:__________________________________ FAX #:________________________________

F.E.I.N. #:__________________________________ EMAIL:_______________________________
All vendors are required to file this form, properly completed, WITH THEIR RESPONSE. Failure of a vendor to answer any question or provide required information may be grounds for the awarding authority to disqualify and reject their proposal. If a question or request for information does not pertain to your organization in any way, use the symbol "NA" (Not Applicable). Use additional 8 1/2" x 11" sheets with your letterhead as necessary.

1. Indicate exactly the name by which this organization is known:

Name ________________________________.

2. How many years has this organization been in business under its present business name?

Years? ________________________________.

3. Indicate all other names by which this organization has been known and the length of time known by each name:

1. ______________________________________

2. ______________________________________

3. ______________________________________

4. What is the primary commodity/service provided by this business? How many years has this organization been in business providing this commodity/service?

Commodity/Service ________________________________

Years? __________________

How many years providing Health Insurance Billing and Collections Services to college health? ________

5. This firm is a:  _____ Corporation  _____ Partnership  _____ Sole Proprietorship  _____ Joint Venture  _____ Other

_____ Women Owned  _____ Minority Business  _____ Set Aside Contractor
6. **Provide names** all supervisory personnel, such as Principals and Supervisors, who will be **directly** involved with the contract on which you are now a bidder. Indicate the number of years of experience and number of years of which they have been in a Supervisory capacity.

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<tr>
<th>Name</th>
<th>Years/supervisor</th>
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7. **Sales Representative:**

Name ____________________________

Addresses ____________________________

Telephone Number ____________________________

Years of experience ________

8. **Customer Representative:**

Name ____________________________

Addresses ____________________________

Telephone Number ____________________________

8. **Trade References:** Names, addresses and telephone numbers of several firms with whom your organization has regular business dealings:

____________________________________

____________________________________

____________________________________

(Attach additional sheet if necessary)
9. Has your organization ever failed to complete a contract, or has any officer or partner of your organization ever been an officer or partner of another organization that failed to complete a contract? If so, indicate the circumstances leading to the project failure and the name of the company which provided the bonding for the failed contract(s):

_____________________________________________________

10. List all legal or administrative proceedings currently pending or concluded adversely within the last five years which relate to procurement or performance of any public or private service/maintenance contracts.

1. _______ Attached   2. _______ N/A

Dated _________________________

Name of Organization: _________________________________________________________

Address: ____________________________________________________________

Telephone: ___________________   Fax: _____________________

(Toll Free Telephone) _____________________

Email Address  _________________________________________

Signature _____________________________________________________________________

(Print Name) __________________________________________________________________

Title ________________________________________________________________________
Section 11
Directions

UNIVERSITY OF CONNECTICUT
DIRECTIONS TO NORTH PARKING GARAGE

Directions from Hartford to Purchasing

1. Take I-84 east to Exit 68. Turn right at the end of the exit onto Rte 195 South towards Mansfield.
2. Continue on Rte 195 South. It is about 7 miles to the Storrs UConn campus.
   (You will come to the intersection of Rte 195 and Rte 32 after about 4 miles—proceed straight ahead. Next, you will come to the intersection of Rte 195 and Rte 44—this is known as Mansfield Four Corners. Continue straight ahead—the campus is about a mile away.)
3. As you enter the campus, there are dorms on your right and a large agricultural field on your left. At the bottom of the hill, get into the right hand lane and turn right at the traffic light onto North Eagleville Road (on your right at the corner is a church with a white steeple).
4. Proceed straight on North Eagleville Road until the second traffic light. At the second traffic light, turn right onto North Hillside Road. Building is on your left.

Directions from Bradley Airport (Hartford) to Purchasing

1. As you leave Bradley Airport, follow signs towards I-91 and take I-91 South toward Hartford.
2. From I-91 South, take Exit 35A onto Rte 291 East towards Manchester.
3. Rte 291 cuts across to I-84. Take I-84 East towards Boston.
4. Take Exit 68 off of I-84. Turn right at the end of the exit onto Rte 195 South towards Mansfield.
5. FOLLOW # 2 THROUGH # 4 ABOVE, “Directions from Hartford to Purchasing.”

Directions from New York City/New Haven to Purchasing

1. From New York City, take I-95 North to New Haven. Then take I-91 North towards Hartford.
2. Just before Hartford, take I-84 East towards Boston.
3. Take Exit 68 off of I-84. Turn right at the end of the exit onto Rte 195 South towards Mansfield.
4. FOLLOW # 2 THROUGH # 4 ABOVE, “Directions from Hartford to Purchasing.”

Directions from Boston to Purchasing

1. Take the Mass Pike (Rte 90) West.
2. Take the Sturbridge Exit for I-84 towards New York City and Hartford.
3. Continue on I-84 West. Take Exit 68 off of I-84. Turn left at the end of the exit onto Rte 195 South towards Mansfield.
4. FOLLOW # 2 THROUGH # 4 ABOVE, “Directions from Hartford to Purchasing.”

Directions to Parking Garage / Purchasing

1. Once on North Eagleville Road, proceed straight until the second traffic light. At the second traffic light, turn left onto North Hillside Road. Then take the first left towards the Parking Garage.
2. Walk back the way you came, onto North Hillside Road. When you get to the traffic light (intersection of North Eagleville and North Hillside), cross the street and proceed straight ahead. Building is on your left.
MEMORANDUM

To: Vendors Conducting Business with the State of Connecticut

From: M. Jodi Rell, Governor

Subject: State Ethics Policy

Date: September 28, 2004

As you are undoubtedly aware, state government is striving to improve how it conducts its business. The task force charged with analyzing the state contracting process recently recommended to me several areas which require improvement. I expect to implement a number of those recommendations. Your assistance is needed in order to facilitate change.

While the state ethics code does not prohibit gifts to state employees altogether—for example, the law permits employees to accept a gift in celebration of a major life event and up to $50 per calendar year in food and beverage—the intent of the code is clear. State employees should not just avoid impropriety, but even the mere appearance of impropriety, and should forego accepting gifts from those with whom the state does business.

I would also call your attention to section 1-84(m) of the Connecticut General Statutes, which prohibits state employees from accepting gifts from those who do business, or seek to do business, with the employee's agency or department. Vendors and prospective vendors are also prohibited from knowingly giving gifts to state employees in violation of this section.

My request to you is this, no matter how well-intentioned or appreciative you may be of an employee's assistance, I would ask that you refrain from offering a state employee a gift of any kind, including, but not limited to, meals and beverages. Offering a gift to an employee puts the employee in the rather uncomfortable position of having to decline the gift or ascertain its monetary value and consult with an attorney and/or the state Ethics Commission.

I expect—and indeed the residents of this state deserve—state government employees to adhere to the highest ethical standards, which may entail more stringent practices than even the ethics code provides. With your assistance, the state should be well on its way to restoring the public's faith in state government.

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

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

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

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

INSTRUCTIONS AND OTHER INFORMATION

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

1) Definition of Small Contractor

Section 4a-60g CONN. GEN. STAT. defines a small contractor as a company that has been doing business under the same management and control and has maintained its principal place of business in Connecticut for a one year period immediately prior to its application for certification under this section, had gross revenues not exceeding ten million dollars in the most recently completed fiscal year, and at least fifty-one percent of the ownership of which is held by a person or persons who are active in the daily affairs of the company, and have the power to direct the management and policies of the company, except that a nonprofit corporation shall be construed to be a small contractor if such nonprofit corporation meets the requirements of subparagraphs (A) and (B) of subdivision 4a-60g CONN. GEN. STAT.
MANAGEMENT: Managers plan, organize, direct, and control the major functions of an organization through subordinates who are at the managerial or supervisory level. They make policy decisions and set objectives for the company or departments. They are not usually directly involved in production or providing services. Examples include top executives, public relations managers, managers of operations specialties (such as financial, human resources, or purchasing managers), and construction and engineering managers.

BUSINESS AND FINANCIAL OPERATIONS: These occupations include managers and professionals who work with the financial aspects of the business. These occupations include accountants and auditors, purchasing agents, management analysts, labor relations specialists, and budget, credit, and financial analysts.

COMPUTER SPECIALISTS: Professionals responsible for the computer operations within a company are grouped in this category. Examples of job titles in this category include computer programmers, software engineers, database administrators, computer scientists, systems analysts, and computer support specialists.

ARCHITECTURE AND ENGINEERING: Occupations related to architecture, surveying, engineering, and drafting are included in this category. Some of the job titles in this category include electrical and electronic engineers, surveyors, architects, drafters, mechanical engineers, materials engineers, mapping technicians, and civil engineers.

OFFICE AND ADMINISTRATIVE SUPPORT: All clerical-type work is included in this category. These jobs involve the preparing, transcribing, and preserving of written communications and records; collecting accounts; gathering and distributing information; operating office machines and electronic data processing equipment; and distributing mail. Job titles listed in this category include telephone operators, payroll clerks, bill and account collectors, customer service representatives, files clerks, dispatchers, shipping clerks, secretaries and administrative assistants, computer operators, mail clerks, and stock clerks.

BUILDING AND GROUNDS CLEANING AND MAINTENANCE: This category includes occupations involving landscaping, housekeeping, and janitorial services. Job titles found in this category include supervisors of landscaping or housekeeping, janitors, maids, grounds maintenance workers, and pest control workers.

CONSTRUCTION AND EXTRACTION: This category includes construction trades and related occupations. Job titles found in this category include boilermakers, masons (all types), carpenters, construction laborers, electricians, plumbers (and related trades), roofers, sheet metal workers, elevator installers, hazardous materials removal workers, paperhangers, and painters. Paving, surfacing, and tamping equipment operators; drywall and ceiling tile installers; and carpet, floor and tile installers and finishers are also included in this category. First line supervisors, foremen, and helpers in these trades are also grouped in this category.

INSTALLATION, MAINTENANCE AND REPAIR: Occupations involving the installation, maintenance, and repair of equipment are included in this group. Examples of job titles found here are heating, ac, and refrigeration mechanics and installers; telecommunication line installers and repairers; heavy vehicle and mobile equipment service technicians and mechanics; small engine mechanics; security and fire alarm systems installers; electric/electronic repair, industrial, utility and transportation equipment; millwrights; riggers; and manufactured building and mobile home installers. First line supervisors, foremen, and helpers for these jobs are also included in the category.

MATERIAL MOVING WORKERS: The job titles included in this group are Crane and tower operators; dredge, excavating, and lading machine operators; hoist and winch operators; industrial truck and tractor operators; cleaners of vehicles and equipment; laborers and freight, stock, and material movers, hand; machine feeders and offbearers; packers and packagers, hand; pumping station operators; refuse and recyclable material collectors; and miscellaneous material moving workers.

3) Definition of Racial and Ethnic Terms (as used in Part IV Bidder Employment Information)

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>White (not of Hispanic Origin)-</td>
<td>All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.</td>
</tr>
<tr>
<td>Black (not of Hispanic Origin)-</td>
<td>All persons having origins in any of the Black racial groups of Africa.</td>
</tr>
<tr>
<td>Hispanic-</td>
<td>All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.</td>
</tr>
<tr>
<td>Asian or Pacific Islander-</td>
<td>All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes China, India, Japan, Korea, the Philippine Islands, and Samoa.</td>
</tr>
<tr>
<td>American Indian or Alaskan Native-</td>
<td>All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.</td>
</tr>
</tbody>
</table>
## PART I - Bidder Information

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Bidder Federal Employer Identification Number</th>
<th>Bidder Identification (response optional/definitions on page 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>- Bidder is a small contractor. Yes__ No__</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Bidder is a minority business enterprise Yes__ No__</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(If yes, check ownership category)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Black____ Hispanic___ Asian American___ American Indian/Alaskan Native___ Iberian Peninsula___ Individual(s) with a Physical Disability___ Female___</td>
</tr>
<tr>
<td>Street Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City &amp; State</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chief Executive</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Bidder is certified as above by State of CT Yes__ No__</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bidder Parent Company</td>
<td></td>
<td>- DAS Certification Number</td>
</tr>
<tr>
<td>(If any)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Locations in Ct.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(If any)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## PART II - Bidder Nondiscrimination Policies and Procedures

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Does your company have a written Affirmative Action/Equal Employment Opportunity statement posted on company bulletin boards?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>2. Does your company have the state-mandated sexual harassment prevention in the workplace policy posted on company bulletin boards?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>3. Do you notify all recruitment sources in writing of your company’s Affirmative Action/Equal Employment Opportunity employment policy?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>4. Do your company advertisements contain a written statement that you are an Affirmative Action/Equal Opportunity Employer?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>5. Do you notify the Ct. State Employment Service of all employment openings with your company?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>6. Does your company have a collective bargaining agreement with workers?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>6a. If yes, do the collective bargaining agreements contain nondiscrimination clauses covering all workers?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>6b. Have you notified each union in writing of your commitments under the nondiscrimination requirements of contracts with the state of Ct?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>7. Do all of your company contracts and purchase orders contain nondiscrimination statements as required by Sections 4a-60 &amp; 4a-60a Conn. Gen. Stat.?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>8. Do you, upon request, provide reasonable accommodation to employees, or applicants for employment, who have physical or mental disability?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>9. Does your company have a mandatory retirement age for all employees?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>10. If your company has 50 or more employees, have you provided at least two (2) hours of sexual harassment training to all of your supervisors?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>11. If your company has apprenticeship programs, do they meet the Affirmative Action/Equal Employment Opportunity requirements of the apprenticeship standards of the Ct. Dept. of Labor?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>12. Does your company have a written affirmative action Plan?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>13. Is there a person in your company who is responsible for equal employment opportunity?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

## PART III - Bidder Subcontracting Practices

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Will the work of this contract include subcontractors or suppliers?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>1a. If yes, please list all subcontractors and suppliers and report if they are a small contractor and/or a minority business enterprise. (defined on page 1 / use additional sheet if necessary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1b. Will the work of this contract require additional subcontractors or suppliers other than those identified in 1a. above?</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>
### PART IV - Bidder Employment Information

<table>
<thead>
<tr>
<th>JOB CATEGORY</th>
<th>OVERALL TOTALS</th>
<th>WHITE (not of Hispanic origin)</th>
<th>BLACK (not of Hispanic origin)</th>
<th>HISPANIC</th>
<th>ASIAN or PACIFIC ISLANDER</th>
<th>AMERICAN INDIAN or ALASKAN NATIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>Female</td>
<td>Male</td>
<td>Female</td>
<td>Male</td>
<td>Female</td>
</tr>
<tr>
<td>Management</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Business &amp; Financial Ops</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computer Specialists</td>
<td></td>
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<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Architecture/Engineering</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office &amp; Admin Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bldg/ Grounds Cleaning/Maintenance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Construction &amp; Extraction</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Installation, Maintenance &amp; Repair</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Material Moving Workers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTALS ABOVE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total One Year Ago</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**FORMAL ON THE JOB TRAINEES** (ENTER FIGURES FOR THE SAME CATEGORIES AS ARE SHOWN ABOVE)

- Apprentices
- Trainees

### PART V - Bidder Hiring and Recruitment Practices

1. Which of the following recruitment sources are used by you? (Check yes or no, and report percent used)

<table>
<thead>
<tr>
<th>SOURCE</th>
<th>YES</th>
<th>NO</th>
<th>% of applicants provided by source</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Employment Service</td>
<td></td>
<td></td>
<td>Work Experience</td>
</tr>
<tr>
<td>Private Employment Agencies</td>
<td></td>
<td></td>
<td>Ability to Speak or Write English</td>
</tr>
<tr>
<td>Schools and Colleges</td>
<td></td>
<td></td>
<td>Written Tests</td>
</tr>
<tr>
<td>Newspaper Advertisement</td>
<td></td>
<td></td>
<td>High School Diploma</td>
</tr>
<tr>
<td>Walk Ins</td>
<td></td>
<td></td>
<td>College Degree</td>
</tr>
<tr>
<td>Present Employees</td>
<td></td>
<td></td>
<td>Union Membership</td>
</tr>
<tr>
<td>Labor Organizations</td>
<td></td>
<td></td>
<td>Personal Recommendation</td>
</tr>
<tr>
<td>Minority/Community Organizations</td>
<td></td>
<td></td>
<td>Height or Weight</td>
</tr>
<tr>
<td>Others (please identify)</td>
<td></td>
<td></td>
<td>Car Ownership</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Arrest Record</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Wage Garnishments</td>
</tr>
</tbody>
</table>

2. Check (X) any of the below listed requirements that you use as a hiring qualification (X)

3. Describe below any other practices or actions that you take which show that you hire, train, and promote employees without discrimination

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

(Signature)  (Title)  (Date Signed)  (Telephone)
NOTICE TO EXECUTIVE BRANCH STATE CONTRACTORS AND PROSPECTIVE STATE CONTRACTORS OF CAMPAIGN CONTRIBUTION AND SOLICITATION BAN

This notice is provided under the authority of Connecticut General Statutes 9-612(g)(2), as amended by P.A. 07-1, and is for the purpose of informing state contractors and prospective state contractors of the following law (italicized words are defined below):

Campaign Contribution and Solicitation Ban
No state contractor, prospective state contractor, principal of a state contractor or principal of a prospective state contractor, with regard to a state contract or state contract solicitation with or from a state agency in the executive branch or a quasi-public agency or a holder, or principal of a holder of a valid prequalification certificate, shall make a contribution to, or solicit contributions on behalf of (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of Governor, Lieutenant Governor, Attorney General, State Comptroller, Secretary of the State or State Treasurer, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee;

In addition, no holder or principal of a holder of a valid prequalification certificate, shall make a contribution to, or solicit contributions on behalf of (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of State senator or State representative, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee.

Duty to Inform
State contractors and prospective state contractors are required to inform their principals of the above prohibitions, as applicable, and the possible penalties and other consequences of any violation thereof.

Penalties for Violations
Contributions or solicitations of contributions made in violation of the above prohibitions may result in the following civil and criminal penalties:

Civil penalties—$2000 or twice the amount of the prohibited contribution, whichever is greater, against a principal or a contractor. Any state contractor or prospective state contractor which fails to make reasonable efforts to comply with the provisions requiring notice to its principals of these prohibitions and the possible consequences of their violations may also be subject to civil penalties of $2000 or twice the amount of the prohibited contributions made by their principals.

Criminal penalties—Any knowing and willful violation of the prohibition is a Class D felony, which may subject the violator to imprisonment of not more than 5 years, or $5000 in fines, or both.

Contract Consequences
Contributions made or solicited in violation of the above prohibitions may result, in the case of a state contractor, in the contract being voided.

Contributions made or solicited in violation of the above prohibitions, in the case of a prospective state contractor, shall result in the contract described in the state contract solicitation not being awarded to the prospective state contractor, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

The State will not award any other state contract to anyone found in violation of the above prohibitions for a period of one year after the election for which such contribution is made or solicited, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

Additional information and the entire text of P.A. 07-1 may be found on the website of the State Elections Enforcement Commission, www.ct.gov/seec. Click on the link to "State Contractor Contribution Ban."
NON-DISCRIMINATION CERTIFICATION

(By corporate or other business entity regarding support of nondiscrimination against persons on account of their race, color, religious creed, age, marital or civil union status, national origin, ancestry, sex, mental retardation, physical disability or sexual orientation.)

I, _______________________________ of _______________________________, an entity lawfully organized and existing under the laws of _______________________________, hereby certify that the following is a true and correct copy of a resolution adopted on the _____ day of ________________, 20______ by the governing body of ________________________________, in accordance with all of its documents of governance and management and the laws of _______________________________.

and further certify that such resolution has not been modified, rescinded or revoked, and is, at present, in full force and effect.

RESOLVED: That _______________________________ hereby adopts as its policy to support the nondiscrimination agreements and warranties required under Connecticut General Statutes § 4a-60(a)(1) and § 4a-60a(a)(1), as amended in State of Connecticut Public Act 07-245 and sections 9(a)(1) and 10(a)(1) of Public Act 07-142.

IN WITNESS WHEREOF, the undersigned has executed this certificate this ____ day of ____________________, 20______.
INSTRUCTIONS:

Complete all sections of the form. Attach additional pages, if necessary, to provide full disclosure about any lawful campaign contributions made to campaigns of candidates for statewide public office or the General Assembly, as described herein. Sign and date the form, under oath, in the presence of a Commissioner of the Superior Court or Notary Public. Submit the completed form to the awarding State agency at the time of initial contract execution (and on each anniversary date of a multi-year contract, if applicable).

CHECK ONE:  □ Initial Certification  □ Annual Update (Multi-year contracts only.)

GIFT CERTIFICATION:

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

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

I, the undersigned, am the official authorized to execute the Contract on behalf of the Contractor. I hereby certify that, before the Planning Start Date and Execution Date, neither the Contractor nor any Principals or Key Personnel has made, will make (or has promised, or offered, to, or otherwise indicated that he, she or it will, make) any Gifts to any Applicable Public Official or State Employee.

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

CAMPAIGN CONTRIBUTION CERTIFICATION:

I further certify that, on or after December 31, 2006, neither the Contractor nor any of its principals, as defined in C.G.S. § 9-612(g)(1), has made any campaign contributions to, or solicited any contributions on behalf of, any exploratory committee, candidate committee, political committee, or party committee established by, or supporting or authorized to support, any candidate for statewide public office, in violation of C.G.S. § 9-612(g)(2)(A). I further certify that all lawful campaign contributions that have been made on or after December 31, 2006 by the Contractor or any of its principals, as defined in C.G.S. § 9-612(g)(1), to, or solicited on behalf of, any exploratory committee, candidate committee, political committee, or party committee established by, or supporting or authorized to support any candidates for statewide public office or the General Assembly, are listed below:
STATE OF CONNECTICUT
GIFT AND CAMPAIGN CONTRIBUTION CERTIFICATION

Lawful Campaign Contributions to Candidates for Statewide Public Office:

<table>
<thead>
<tr>
<th>Contribution Date</th>
<th>Name of Contributor</th>
<th>Recipient</th>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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<td></td>
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Lawful Campaign Contributions to Candidates for the General Assembly:

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

Printed Contractor Name

Signature of Authorized Official

Subscribed and acknowledged before me this ______ day of ____________________, 200__.

Commissioner of the Superior Court (or Notary Public)

For State Agency Use Only

Awarding State Agency

Planning Start Date

Contract Number or Description
STATE OF CONNECTICUT
CONSULTING AGREEMENT AFFIDAVIT

Affidavit to accompany a State contract for the purchase of goods and services with a value of $50,000 or more in a calendar or fiscal year, pursuant to Connecticut General Statutes §§ 4a-81(a) and 4a-81(b)

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

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

This affidavit must be amended if the contractor enters into any new consulting agreement during the term of the State contract.

AFFIDAVIT: [ Number of Affidavits Sworn and Subscribed On This Day: _____ ]

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

Consultant’s Name and Title __________________________ Name of Firm (if applicable) __________________________
Start Date ______________ End Date ______________ Cost __________________________

Description of Services Provided: __________________________

____________________________________________________________________________________

____________________________________________________________________________________

Is the consultant a former State employee or former public official? □ YES □ NO
If YES: __________________________ Name of Former State Agency __________________________
Termination Date of Employment __________________________

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

_________________________ __________________________
Printed Name of Bidder or Vendor Signature of Chief Official or Individual Date __________________________

________________________________________
Printed Name (of above) Awarding State Agency

Sworn and subscribed before me on this _______ day of ____________, 200__.

_________________________
Commissioneer of the Superior Court or Notary Public
STATE OF CONNECTICUT
AFFIRMATION OF RECEIPT OF STATE ETHICS LAWS SUMMARY

Affirmation to accompany a large State construction or procurement contract, having a cost of more than $500,000, pursuant to Connecticut General Statutes §§ 1-101mm and 1-101qq

INSTRUCTIONS:

Complete all sections of the form. Submit completed form to the awarding State agency or contractor, as directed below.

CHECK ONE:

☐ I am a person seeking a large State construction or procurement contract. I am submitting this affirmation to the awarding State agency with my bid or proposal. [Check this box if the contract will be awarded through a competitive process.]

☐ I am a contractor who has been awarded a large State construction or procurement contract. I am submitting this affirmation to the awarding State agency at the time of contract execution. [Check this box if the contract was a sole source award.]

☐ I am a subcontractor or consultant of a contractor who has been awarded a large State construction or procurement contract. I am submitting this affirmation to the contractor.

IMPORTANT NOTE:

Contractors shall submit the affirmations of their subcontractors and consultants to the awarding State agency. Failure to submit such affirmations in a timely manner shall be cause for termination of the large State construction or procurement contract.

AFFIRMATION:

I, the undersigned person, contractor, subcontractor, consultant, or the duly authorized representative thereof, affirm (1) receipt of the summary of State ethics laws developed by the Office of State Ethics pursuant to Connecticut General Statutes § 1-81b and (2) that key employees of such person, contractor, subcontractor, or consultant have read and understand the summary and agree to comply with its provisions.


________________________________________________    ____________________
Signature              Date

________________________________________________
Printed Name

________________________________________________
Firm or Corporation (if applicable)

________________________________________________    ____________________    ____    ______
Street Address             City        State  Zip

Awarding State Agency