



**Solicitation Information
July 5, 2016**

RFP#: 7550758

TITLE: Rhode Island Works Services

Submission Deadline: August 2, 2016 at 10:00 AM (Eastern Time)

PRE-BID/ PROPOSAL CONFERENCE: No

Questions concerning this solicitation must be received by the Division of Purchases at david.francis@purchasing.ri.gov no later than **July 15, 2016 at 10:00 AM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

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Interdepartmental Project Manager**

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed three-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Human Services (DHS), is soliciting proposals from qualified entities to provide individualized and family support services, job readiness, job placement, employment training and retention services, and integrated social and employment, childcare, transportation, and training services that improve the long term self-sufficiency for Rhode Island Temporary Assistance to Needy Families (TANF) customers, also known as Rhode Island Works (RI Works or RIW) customers, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.gov.

This solicitation invites new innovative and collaborative approaches to delivering an array of support and employment services to RI Works customers in an effort to improve their long-term economic well-being. The awarded vendor(s) as a result of this solicitation are expected to work seamlessly with other awarded vendors, DHS, and other state agencies. The organization and scoring of this RFP encourages responses that include collaborations between multiple vendors that demonstrate a holistic approach to improving outcomes for customers including:

- (a) Enhance the well-being of children and support parents in their parenting role; and
- (b) Improve family economic security by preparing parents to obtain and retain employment.

The initial contract period will begin approximately October 1, 2016 for one year. Contracts may be renewed for up to four additional 12-month periods based on vendor performance and the availability of funds.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or Services Requested defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 60 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.

7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information visit the website www.mbe.ri.gov
15. Under HIPAA, a "business associate" is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to, a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A "business associate" also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard HIPAA protected health information. Therefore, if a Contractor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement
16. In order to perform the contemplated services related to the Rhode Island Health Benefits Exchange (HealthSourceRI), the vendor hereby certifies that it is an "eligible entity," as defined by 45 C.F.R. § 155.110, in order to carry out one or more of the responsibilities of a health insurance exchange. The vendor agrees to indemnify and hold the State of Rhode Island harmless for all expenses that are deemed to be unallowable by the Federal government because it is determined that the vendor is not an "eligible entity," as defined by 45 C.F.R. § 155.110.

SECTION 2: PURPOSE

The purpose of this solicitation is to procure services for RI Works customers that encourage low-income individuals to obtain the skills and credentials needed to secure employment and/or increase their earnings-potential, leading to economic self-sufficiency. For the purpose of the RI Works program, economic self-sufficiency means that the RIW customer becomes gainfully employed and no longer requires cash assistance from the RIW program. The challenge for each vendor is to provide holistic services for these customers, with specific emphasis on individualized supports necessary to move toward gainful employment or employment opportunities. Vendors must assist customers in overcoming various identified and newly discovered barriers that may prevent successful employment outcomes.

DHS seeks to provide essential services for RI Works families, assisting them in meeting their basic family needs, while at the same time providing parents with a range of work supports to help them prepare for, and access, the job market. Through this solicitation, DHS is seeking to build upon its strengths and improve performance in the following priority areas:

- Collaborating with other state agencies and community-based organizations
- Meeting customers' needs through a comprehensive array of services
- Eliminating or reducing the barriers customers face in gaining skills necessary for sustained employment
- Increasing the number of DHS customers who gain and retain unsubsidized employment

DHS requests innovative proposals for services that respond to specific service components (see Services Requested). DHS encourages service providers to collaborate, see collaborative approach under the technical proposal section. Once awards are granted, vendors will be responsible to ensure that all service components, are coordinated. This network of resources shall function as an integrated system of DHS support services. The smooth transfers between, and coordination among, vendors for DHS customers will reduce the chance of a customer not participating in constructive activities for an extended period of time. Primary vendors must provide a proposal with identified subcontractors or partners (see 7 under "instructions and notifications to offerors") to ensure that proposals are comprehensive and team oriented.

SECTION 3: BACKGROUND

The Rhode Island Department of Human Services, an agency within the Executive Office of Health and Human Services, is statutorily designated as the "single state agency responsible for administration and implementation of [The Rhode Island Works Program]." RI GL § 40-5.2-3.

DHS' mission is to provide opportunity, working hand-in-hand with other resources in Rhode Island to offer a full continuum of services for families, adults, children, elders, individuals with disabilities, and veterans. Our goals are posted on the DHS website and this solicitation shall assist DHS in fulfilling its mission (<http://www.dhs.ri.gov/AboutUs/index.php>).

The purpose of the Rhode Island Works (RIW) Program is to assist families who have insufficient income to meet their needs for food, shelter, clothing, child care, and medical care. RIW provides parents who are unemployed or underemployed with both financial assistance and employment assistance so the adult member(s) of the family can enter or re-enter the workforce, with necessary supports, as quickly as possible. This shall include casework that includes employment planning and employment services, cash assistance, food assistance, child care subsidies and medical assistance for eligible children and families (RI DHS Policy 1400.15). The average monthly assistance is \$443 for a single parent family, \$530 for a two parent family, and \$372 for a no parent family. Recipients of this assistance make up approximately 1% of the Rhode Island population.

All RIW parents who receive cash assistance are required to develop and comply with an employment plan. The employment plan prepares the parent, through an array of services, to develop skills that can lead to successful employment as soon as possible. DHS seeks proposals that identify pathways to success by

including a holistic approach of employment related and support activities that culminate in employment and economic self-sufficiency. This objective may be accomplished through an expanded array of employment, education, and/or training services. Please refer to TANF rules and regulations on appropriate work activity categories:

<http://www.dhs.ri.gov/Programs/Rhode%20Island%20Works%20Program%202016.pdf>.

As of March 2016, there were 4,526 families involved with the RI Works program: 2,732 single parent families, 263 two parent families, and 1,531 no parent or child-only families. RI Works parents are required to participate in employment preparation activities and must do so for a minimum number of hours per week on average for the month, per Federal TANF regulations. DHS recognizes that in some cases, additional supportive services are needed to prepare an individual to participate and sustain participation in appropriate work activities. This solicitation seeks vendors who take a holistic approach to helping our customers resolve and/or address those barriers to sustained engagements in employment readiness and training activities that lead to employment.

As of February 2016, data indicates that approximately 13% of this population is actively engaged in employment preparation activities at the required levels. DHS seeks to increase the number of customers participating in appropriate and strategically sequenced employment preparation activities, which have an increased likelihood of leading to successful employment outcomes. DHS seeks to procure services that are available statewide from a variety of entities.

WORKFORCE INVESTMENT OPPORTUNITY ACT (WIOA)

As part of the 2016 Workforce Investment Opportunity Act (WIOA) State Plan, Rhode Island is developing multi-pronged strategies to create career pathways to provide employment, education, training and support services for individuals, particularly those with barriers to employment, so they can improve their individual capacities and effectively compete in the labor market so as to achieve economic security for themselves and their families.

Through this RFP, DHS is soliciting proposals that support this strategy to help individual residents of the state become more competitive in the labor market and better able to obtain employment in the industries driving the state's economy. The vision of Rhode Island is a state in which the talent of each Rhode Islander, including individuals with barriers, is recognized as a contribution to the economic growth of Rhode Island.

DHS seeks to increase available and innovative opportunities by creating better mechanisms for individuals to participate in available opportunities that exist within the workforce development network.

Within the following service components DHS is seeking proposals that consider our WIOA state plan definition of career pathways (<http://www.dlt.ri.gov/wio/>) including:

- Aligns with the skill needs of industries in the economy of the state or regional economy involved;
- Prepares an individual to be successful in any of a full range of secondary or postsecondary education options, including apprenticeships registered under the Act of August 16, 1937;
- Includes counseling to support an individual in achieving the individual's education and career goals;
- Includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
- Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable;
- Enables an individual to attain a secondary school diploma or its recognized equivalent, and at least 1 recognized postsecondary credential; and
- Helps an individual enter or advance within a specific occupation or occupational cluster.

AUTHORITY TO CONTRACT

The Department of Human Services administers the State's cash assistance program for the poor, entitled Rhode Island Works (RI Works). The program is funded through the federal Temporary Assistance to Needy Families (TANF) program. Temporary Assistance to Needy Families was authorized under the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Public Law 104-193), 45 CFR Part 260-263, and is a block grant to states. The program is designed to help needy families reach self-sufficiency within four distinct purposes: (a) assisting needy families so that children can be cared for in their own homes; (b) reducing the dependency of needy parents by promoting job preparation, work and marriage; (c) preventing out-of-wedlock pregnancies; and (d) encouraging the formation and maintenance of two-parent families. Authorized under RIGL § 40-5.2 et seq. (<http://law.justia.com/codes/rhode-island/2012/title-40/chapter-40-5.2>), RI Works largely mirrors TANF with regard to goals, activities, and policies. The overall purpose of the RI Works program is to improve the economic security of low-income families by providing services and opportunities that address their barriers; build their capacities; empower them to fully participate in work preparation activities; and help them secure and retain sustainable employment.

The Catalog of Federal Domestic Assistance (CFDA) title and number is 93.558. These funds are subject to requirements of Title IV-A of the Social Security Act as amended by Title IV-A of the Personal Responsibility and Work Reconciliation Act of 1996, PRWORA, P.L. 104-193. Award Name: Temporary Assistance for Needy Families (TANF) Program. Award Agency: Department of Health and Human Services, Administration for Children and Families.

If funding is required from another source, DHS will provide the funding source, CFDA number, applicable federal code, state statutes and policy.

SECTION 4: SCOPE OF WORK

GOALS AND OBJECTIVES FOR RI WORKS REDESIGN

Over the past several years, DHS has been in the process of redesigning the delivery of the RI Works program. Key strategies and outcomes of the redesign efforts include:

Strategies

- Utilize labor statistics for high demand occupations with career pathways.
- Improve the economic security of RIW families by providing individualized services and opportunities that address their barriers, through targeted case management.
- Provide life skills training such as financial literacy, time management, computer literacy and dressing for success.
- Empower parents to fully participate in required activities to build their capacities.

Outcomes

- Assist parents in securing and retaining meaningful employment to sustain their family.
- Increase the number of customers who are employable due to educational enhancement or skills acquisition, graduation from high school, completion of GED or complete skills training.
- Increase the number of TANF teen parents who graduate from high school or complete GED programs.
- Increase the number of TANF families who access high quality child care, to promote the well-being of RIW children and reduce the number of families in unstable housing.

Within the redesign process, DHS strives to adjust how it makes referrals to service providers and better match customer needs to the right services at the time of need. In the fall of 2016, the RI Works Service Center will open at the DLT One Stop in Providence. In addition, DHS has formed a RI Works Redesign Work group comprised of stakeholders from other state agencies including Department of Labor and Training (DLT), Department of Children, Youth and Families (DCYF), Office of Rehabilitative Services

(ORS), Department of Corrections (DOC) and Department of Health (DOH), as well as individuals from community organizations including Kids Count and the Economic Progress Institute. DHS is also collaborating with the Rhode Island Innovative Policy Lab at Brown University and is performing a comprehensive review of RI Works data and dashboard development.

PERFORMANCE METRICS AND COLLABORATION

DHS intends to move toward performance-based contracts through this solicitation for some services that lead to particular outcomes. DHS seek proposals that establish performance benchmarks that inform the management of the RI Works program and metrics that help DHS understand when vendors achieve success with our customers. DHS will consider incentives that encourage vendors to develop services for the DHS customer population with the most needs and/or barriers to success. These incentives will be aligned with DHS's goal of improving family economic security by preparing parents to obtain and retain employment.

DHS is also seeking to align its goals with the ongoing developing of the WIOA state plan. The primary indicators of WIOA include:

- Document of how many participants enroll and finish the program;
- Employment status six months and one year after exiting the program;
- Annual salaries after six months and one year after exiting the program; and
- Post-secondary diplomas or certificates obtained after leaving a program.

Vendors are encouraged to demonstrate how they will collect, manage and analyze other performance indicators and outcome measurements other than employment including but not limited to:

- Successful completion of a credential/certificate program for education or training,
- Educational level advancement as a result of services,
- Successful barrier remediation for our customers who have the greatest needs (e.g., those with very low levels of education, mental health barriers, etc.).

If vendors use other metrics and data to evaluate their success in serving customers, DHS will consider these indicators and outcomes within the technical proposals.

DHS believes that providing a service to customers requires active participation, and that there are some customers who have difficulty with follow through and do not show up to scheduled activities. Vendors should identify and address strategies to engage customers, track and report on reasons customers do not participate, and collaborate with DHS to improve customer participation. Proposals must include but should not be limited to: access to transportation and child care, and digital strategies through mobile technology.

DHS seeks vendors prepared to actively and regularly collaborate with the Department and other service providers to enhance accountability, improve results, and adjust service delivery based upon learning what strategies best work for engaging RIW customers. Key characteristics of such organizations include sound management practices, stability in personnel, a robust infrastructure for collecting and analyzing data, and a commitment to continuous learning and innovation.

SERVICES REQUESTED

This section describes the Services Requested, as requested by DHS. Vendors must submit a technical proposal and cost proposal for **EACH** component the vendor opts to bid on. Each bid response must address the needs of all RI Works customers for the component, and/or target a specific subset of the RIW population that the vendor is best equipped to serve.

The vendor shall bid on either a single stand-alone service component or use a collaborative approach with a bundled set of integrated services components. Vendors wanting to propose more than one (1) standalone component or more than one (1) bundled set of integrated components shall submit individual proposals for each component and explain how the components are integrated (See Technical Evaluation). Multiple

contracts may be awarded under this solicitation. All vendors must comply with applicable state and federal laws.

Vendors are asked to consider responding to the service components that build strategic pathways to employment for DHS customers by including workforce development opportunities through WIOA, Real Jobs Rhode Island, the Network RI system and state employment initiatives, as well as foundation skills through Rhode Island Department of Education (RIDE), DLT, and other state agency funded programs.

Target Population

In March 2016, there were 4,526 active cases in the RI Works program. Through this solicitation DHS aims to secure services, support networks, and resources for families who are active in RI Works.

Parents receiving cash assistance may face various barriers to employment and self-sufficiency including homelessness, low literacy, limited English, teen parents, domestic violence, mental health needs, substance use, criminal background, disability, care of a family member with a disability, immigration issues, religious, behavioral health, lack of training, limited education, and others.

As of February 2016, data demonstrates that 57.8% of the RI Works population completed education levels of 12th grade or higher. However, within that population only 21.8% demonstrate literacy levels at the 12th grade levels. In addition, approximately 12.8% of the RI Works population is Spanish speaking and 18.1% are literate at 12th grade or higher education levels.

The Rhode Island Kids Count Factbook also catalogues information about the State’s population, its economic well-being, education, and family and community data, and is available online at <http://www.rikidscount.org>.

Service Components

DHS seeks to purchase an array of service that can serve the needs of our RI Works population. Some customers will require extensive service interventions and others require less intensive services to prepare for employment. DHS is seeking proposals that demonstrate strategic pathways to employment for our customers who present a diverse set of needs. DHS seeks services within the following four components:

Pathways to Employment Service Array			
Component 1	Component 2	Component 3	Component 4
Supportive Services	Youth Services	Vocational Training	Job Readiness, Employment, Retention

The career pathway planning for each individual shall have several components. Some customers will require services from all four components, and other will require a subset of services from the four components. The following sections identify expected outcomes, services and vendors goals within each service component. If there are additional performance metrics and outcomes that vendors use data to gauge their own success while serving target populations, vendors are encouraged to include these in its proposal. Vendors are also encouraged to clearly identify the target population they are best equipped to serve, with emphasis on the RIW population that will present the most needs.

Component 1: Supportive Services

Expected Outcome - DHS Customers overcome barriers that would otherwise prevent them from gaining long-term employment and economic self-sufficiency. While overcoming barriers, customer progress will be measured by using data related to completion rates for training, classes, and/or skill labs where they receive individualized skills to assist them on their pathway to long-term employment and economic self-

sufficiency. In addition, DHS will measure the success of transitioning to work activities once barriers are stabilized.

Services - RI Works families need a wide array of services in order to move toward employment including, but are not limited to:

- Mental Health Services – includes how vendors will assess the RIW customer. Responses should include the official types of assessments and list of services to be provided.
- Substance Abuse Services – includes how vendors will assess the RIW customer. Responses should include the official types of assessments and list of services to be provided for prevention.
- Domestic Violence Services – includes how vendors intend to provide assessment, safety planning and list of services to be provided for prevention. The vendors will also provide services acknowledging the current Office of Child Support and DHS policy regarding waivers for child support enforcement and work waiver exemptions.
- Housing Stabilization – includes how vendors intend to provide case management services for RI customers who do not fit the HUD definition of homeless and list the services to be provided to prevent future homelessness.

Special consideration for the support needs of customers who are self-described as disabled, and those individuals who are awaiting a SSI decision must be included.

DHS customers need skills in order to succeed in their own economic self-sufficiency. This may include financial literacy, time management, computer literacy, interviewing skills including dressing for success, life coaching, career pathways, and career coaching.

Goal – Provide or connect customers to intensive case management, and guide them through challenges toward their individual pathway to economic self-sufficiency. In addition, vendors are also asked to provide comprehensive services that address the individualized needs of each RIW customers and their families emphasizing any barriers to education, training and employment in order to ensure individual pathways to economic self-sufficiency.

Population – This could include all customers within the RI Works program, but it likely to be a subset that identifies as having significant barriers to employment.

Component 2: Youth Services

Expected Outcome - (A) Pregnancy prevention outreach supports a drop in teen pregnancies in Rhode Island, (B) RI youth who are currently parenting and/or pregnant receive support services to ensure a healthy family, and (C) Education and/or training will enable the parent to obtain long-term employment and economic self-sufficiency.

Services – Provide parenting and or pregnant teens with comprehensive services, housing evaluations, parenting skills and pregnancy prevention. Vendors should collaborate with the Department of Health, family visiting programs, and provide intensive case management.

Goal – Provide coaching and mentoring services to place youth on a path to employment and self-sufficiency. Parenting and Pregnant teens need intensive services to be successful in parenting, obtaining GED, high school diploma, job training and/or career advancement. The barriers of transportation and childcare must be addressed within this component. Additionally, time management, mentoring supports and flexibility must be addressed when discussing proposals with youth who are currently parenting and/or pregnant.

Population – Approximately 6.1 percent of parents on RI Works are under the age of 20.

Component 3: Vocational Training

Expected Outcome - DHS Customers will participate in and complete vocational training in areas identified as high growth industries emerging in Rhode Island. Completion of a training enables customers to obtain long term employment and economic self-sufficiency.

Services - The vendor must work with DLT, DHS, ORS and other state agencies to conduct regular workforce or market analysis to review the current and future job market in Rhode Island. The vendor is responsible for identifying vocational trainings available through Real Jobs RI, WIOA, Governor's Workforce Board, CCRI and other innovative training opportunities. The vendor will ensure customers learn basic work behaviors and performance demands in preparation for participation in skills training and/or job preparation activity.

The vendor will match customers with a training program that will lead to unsubsidized employment. All customer training hours and progress must be entered into the DHS Data Reporting Tool on a regular and formalized basis. Upon completion of training vendors will work with sub-contractors and job developers to transition customers into employment. The vendor will monitor employment placement, to ensure that the job match is a good fit for both the customer and employer.

For careers that require a specific number of hours experience and/or internship hours for employment, vendor shall be aware of such pre-requisites, and help customers secure the experience necessary to get a job in their field of choice.

Goal - Vendors must identify high-growth industries and focus on working collaboratively with those industries and employers to identify specific job trainings and potential career pathways. When a high-growth industry is identified vendors may (1) develop specialized short-term training to provide that knowledge, skills and abilities to DHS customers, and (2) create accelerated learning and contextualized content to help more customers acquire a short-term, post-secondary certificate or credential leading to employment in the identified high growth areas.

Population – This will include all customers of the RI Works program.

Component 4: Work Readiness, Employment, and Retention

Expected Outcome - DHS Customers who are work ready will acquire the skills necessary to obtain and retain unsubsidized employment, ultimately resulting in economic self-sufficiency.

Services - Vendors will provide innovative plans using available tools with the goal of assisting customers in obtaining employment. Vendors will also mentor and support customers to retain employment. Tools include but are not limited to job readiness activities, job search, work experience, community service, post-employment supports and subsidized employment. All of these tools should be supplemented with coaching and motivational services, as needed, to maintain engagement of customers while supporting them on their pathway to success. Here are some additional details for specific service types:

- **Job Readiness** includes assistance with activities and topics that prepare customers to obtain employment, such as interest inventories, resume and cover letter writing, completing applications for employment, workplace attire, appropriate workplace behavior, interview skills, and balancing personal life with work schedules.
- **Job search** is the act of seeking employment. Vendors shall assist customers with job-searching skills, or providing job leads. Vendors may also use tools such as work experience or subsidized employment which may ultimately lead to unsubsidized employment.
- **Work Experience and Community Service**: Vendors may use work experience and community service as a tool for customers to gain experience, maintain a routine of reporting to work, and add some experience and a professional reference to their resume. For customers who are job ready, but need experience in order to be more marketable, or for customers who have not succeeded in their search for a full time job, work experience is a valuable option. Work experience provides an individual with an opportunity to acquire the general skills, training, knowledge, and work habits

necessary to obtain employment. The purpose is to improve the employability of those who cannot find unsubsidized employment. This activity must be supervised by an employer, work site sponsor, or other responsible party daily. All work experience must be in compliance with the Department of Labor standards.

- **Employment:** Unsubsidized employment is the ultimate goal for DHS customers. The primary effort will be in job development and placing customers in jobs. When a customer has appropriate work experience and has been identified as a good candidate, partially subsidized employment such as On-the-Job-Training or transitional jobs may be considered. All sub-subsidized employment must be in compliance with the Department of Labor standards.

Goal - Vendors must collaborate with other state workforce programs and conduct outreach with employers to market program participants. Vendors must maintain an adequate network of employers to identify and develop job opportunities for DHS customers statewide. Outreach efforts shall include face-to-face meetings to introduce the program to employers and post placement site visits to monitor progress. Job market analysis must be done statewide to assess jobs available that would provide a sustainable wage.

Once employment is obtained, vendors will have a plan to support employment retention. This will include case management services, post-employment services, counseling and monitoring customer progress and identifying and coordinating services designed to promote job retention. In some cases, intervention with the customer and an employer may be warranted to salvage employment. Collaboration with other vendors is expected to make this component successful. This can include innovative employment retention and advancement strategies and the services and benefits that will be offered to customers. Because similar retention issues affect customers throughout engagement in work activities, the job retention strategy and approach should begin at intake and continue for six months / one year following TANF exit for employment.

Population – This will include job ready customers of the RI Works program, but it likely to be a subset that identifies as having significant barriers to employment.

Rules and Regulations

All proposals must comply with state and federal rules, code, regulations, policies and procedure. See authority to contract and below.

RIW Regulations

<http://www.dhs.ri.gov/Regulations/Rhode%20Island%20Works%20Program%202016.pdf>

RIGL § 40-5.2 et seq. <http://law.justia.com/codes/rhode-island/2012/title-40/chapter-40-5.2>

<http://www.acf.hhs.gov/programs/ofa/programs/tanf/laws-regulations>

Confidentiality and Protection of Public Health Information, Personally Identifiable Information, and Sensitive Information

All vendors will be required read and adhere to Attachment B - Confidentiality and Protection of Public Health Information, Personally Identifiable Information, and Sensitive Information. All vendors who bid are accepting to adhere to Attachment B, if that vendor is selected. If required by DHS, selected vendors shall execute a Business Associate Agreement with DHS.

Data Tool and Reporting

All vendors will be required to enter data into a DHS data tool. The data tool predominantly collects data in support of the RI Works “Work Participation Rate.” Vendors must enter data into the DHS data tool on a daily basis and it should be up to date. Additional data shall be collected and used to actively manage contracts that result from this solicitation.

SECTION 5: TECHNICAL PROPOSAL

The technical evaluation will be scored by each component. Each component will only be scored against the responses to that component. For example, Component Two Youth Services will have the technical evaluation and cost evaluation scored against the other Component Two responses. Component Two will not be compared to or scored against any other component.

The state reserves the right to award each component to one vendor or several vendors depending on the need of the DHS. All considerations will be made in the best interest of the state. The state's sole discretion will be used when deciding the amount of vendors needed for each component.

Collaborative Approach

Collaborative bids are permitted and highly encouraged to respond to this RFP together. While vendors may propose to provide one service component, applicants are strongly encouraged to collaborate and propose bundled services for multiple components.

Each bid must clearly list the primary vendor with clearly identified subcontractors or collaborators, see 7 under "instructions and notifications to offerors." For the purpose of this RFP and the resulting contracts, the primary bidder will hold the award and contract. All collaborators or subcontractors would work with the primary bidder to ensure all services are performed in accordance with the primary bidder's contract.

A bundle is defined as one collective master bid that includes technical and costs proposals for more than one service component. Bundled bids will be eligible for additional incentive points, incentive point are available once two or more bids of one bundle pass the technical proposal.

Again, the bundled and collaborative bids must be provided within one master bid packet. That master bid packet should consist of: 1) all required bid paperwork, 2) separated technical proposal for each component, and 3) a sealer cost proposal for each component bid.

For example, the primary bidder would provide one master bid packet for components three and four including: 1) one bid packet with all required documents, 2) component three's technical proposal, 3) component three's cost proposal included in a labeled sealed envelope, 4) component four's technical proposal, and 5) component four's cost proposal included in a labeled sealed envelope. All included technical or cost proposals should be clearly identified.

The "Technical Proposals" shall contain specific plans and examples of collaborative or bundled services for each component. Proposals that document existing high-functioning partnerships and/or the capacity to develop high-quality new working relationships, as well as strategies to establish mutual accountability for achieving successful implementation of the these components will be graded accordingly.

Technical Evaluation Requirements

Vendors must submit a technical proposal and cost proposal for **EACH** component the vendor wishes to bid on. If a vendor wants to bid on all four components they will have to submit four technical proposals and four sealed cost proposals. Each technical proposal is limited to twenty (20) pages, 12 point font, with one inch margins.

1. Staff Qualifications:

Provide critical staff job summaries and qualifications. Highlight the experience of critical staff who will be involved in this project, including their experience in the specific component and their experience working with DHS customers. Demonstrate staff stability. If planning to hire, explain requirements or background desired for those future staff.

2. Collaboration, Capacity, and Qualifications of the Vendor

Please provide a detailed description of the vendor's abilities to serve DHS customers in the following areas:

- 2.1. **Collaboration:** See “Collaborative Approach” above.
 - 2.1.1. Explain how your organization plans to bundle services or collaborate with other service providers and/or vendors.
 - 2.1.2. Describe how the proposed service fits into and/or connects with the array of services proposed by the vendor, other community organizations, DHS, educational institutions, state agencies, or other entities.
 - 2.1.3. How will the vendor and partners use the customer’s local community organization in finding the customer success on their pathway to economic self-sufficiency?
 - 2.1.4. How will vendors collaborate with multiple State agencies? All with different data systems and requirements?
 - 2.1.5. In addition, DHS will require service providers to describe how they will collaborate with other programs and services in their geographic area – for example, connection with the One Stop Center, coordination with family home visiting programs, Head Start programs.

- 2.2. **Capacity:** Describe supporting resources that will be provided by the vendor to ensure customers can access proposed services and vendor can respond immediately to customer needs.
 - 2.2.1. Each vendor may be asked to co-locate with DHS at either a field office or one-stop-service center. Co-location will depend of the components each vendor provides. Provide a plan for co-locating with DHS. How often would the vendor be available for each DHS location? How can the vendor use the co-location to best assist DHS customers in achieving the desired DHS outcomes?
 - 2.2.2. How does the vendor plan on servicing the volume of customers referred? How will the vendor service the locations of all DHS customers? Does the vendor service the entire state? If yes, how? If no, what cities/town/counties will the vendor serve?
 - 2.2.3. How will the vendor provide transportation services for the customers? Transportation is one of the largest barriers to customer success. What plan does the vendor have to engage all DHS customers in order to overcome transportation barriers? How will the vendor increase self-sufficiency in this area?
 - 2.2.4. How will the vendor provide childcare services for the customers? Childcare is another large barrier for customer success. What plan does the vendor have to engage all DHS customers in order to overcome the childcare barrier?
 - 2.2.5. Serving non-English speaking customers. How will the vendor address customer language barriers? Current DHS data shows that approximately 14% of the total RIW heads of household population are non-native English language speakers.
 - 2.2.6. How will the vendor use data to report customer successes or barriers?

- 2.3. **Qualifications:** Describe the background the vendor has in this component. Describe the success for the work previously completed by the vendor.

3. **Work Plan**

Please describe in detail, the framework where the vendor plans on completing all specific activities / tasks listed under the component. At minimum, the following must be included:

- 3.1. Provide a comprehensive work plan for the component.
 - 3.1.1. Detail specific methods and anticipated timelines to select, enroll, and retain program customers; manage good referrals; manage referrals for when customers are not deemed appropriate for the component, and describe a specific, process for recommending the type, level and/or duration of assistance for each customer.
- 3.2. How will the work plan be adjusted to address all RIW customers or populations?
 - 3.2.1. Provide a detailed plan for each of the following populations:
 - 3.2.1.1. Those with signification barriers and/or demonstrating the most need with the most barriers. These multiple barrier are typically the most challenging, and prevent this population from achieving economic self-sufficiency.

- 3.2.1.2. Those with some barriers to economic self-sufficiency. This population has several less intensive barriers to success or just one to two significant barriers.
- 3.2.1.3. Youth population that is currently pregnant or parenting.
- 3.2.1.4. The family of the DHS customer.
- 3.2.1.5. A specific target population that your organization is best equipped to serve.
- 3.2.2. How do you want to be incentivized to work with and be successful with the hardest to serve population? (provide a plan and if needed examples)
- 3.3. How will you work seamlessly with other vendors, DHS, community providers, and sister agencies? Provide suggestions for collaborative approach to best fulfill the needs of the DHS customers.
- 3.4. How will referrals or transfers occur so that RIW customers are not being “lost”? Vendors are responsible for customer success, how will the vendor make sure customers are engaged even when plans are being approved or activities are ending and transitioning into the next component.
- 3.5. How will the vendor evaluate the RI market for job and/or trainings? Will the vendor work with other state agencies, subcontractors, or internal groups to ensure that market analysis are ongoing and current.
- 3.6. How will the vendor counsel/advise parents regarding the impact of employment earnings on their current benefits, such as, RI Works, SNAP, Rite Care, subsidized housing, EITC, versus the economic benefits of work? How will the vendor assist the customer in transitioning off of benefits?

4. Approach/Methodology

Define the methodology to be used for the overall component, highlight how you as a vendor is best prepared to work with the DHS customer within the contracted time and on budget. Identify the approach for this project so that the funds are used efficiently and used to best assist the DHS customer.

- 4.1. What makes your work plan different?
- 4.2. How will your organization overcome the identified barriers, specifically transportation and childcare needs?
- 4.3. How will the vendor build customer skills in navigating the complexity of these service systems?
- 4.4. How will the vendor engage with DHS customers and address the “no show” population that needs to be served and tracked? How will you incentivize participation? How will you re-engage that population?
- 4.5. How will the vendor use data to measure the achievements of the DHS customer? How will the vendor customize data and reporting for the needs of the customer or the DHS?

5. Performance/Outcome Evaluation

- 5.1. How does the vendor want to be evaluated? How does the vendor want outcome based or performance based payments structured? Performance based is measuring the successes along the pathway to success. Outcome based is when a customer completes a program/training/skill/experience.
- 5.2. What indicators and metrics will you use to evaluate the success of your services?
- 5.3. DHS will measure the success of each vendor by reviewing the data reported and comparing the actual results of the contract to the expected outcomes approved by DHS. In the Technical Proposal each vendor should address the way in which they measure their own success.
- 5.4. How flexible will the vendor be to adjust their plan/approach/method if DHS customers are not experiencing measurable success?

SECTION 5: COST PROPOSAL

Each solicitation must be accompanied by an individualized cost proposal and budget. DHS anticipates economies of scale for proposals that are bundled. Please use the budget provided in excel in Amendment A - Budget. Provide a budget narrative and vendors must answer the questions below.

Cost Narrative Questions

Proposals will be reimbursed 80% and paid 20% based on either performance measures or outcome measures.

- 5.5. For the 20% of payment identify whether the component, should be performance or outcome based. Why?
- 5.6. If DHS agreed with the basis of payment, how do you want to be incentivized, via payment, to secure the best results for DHS customers?
- 5.7. How does the vendor want to be reimbursed either performance or outcomes based? How would that payment structure look?

The basis for the 20% payment will be decided by the best interest of the state. The state has the right to modify, change or substitute the 20% basis of payment based on the best interest of the state.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposals must receive a minimum of 50 (83.3%) out of a maximum of 60 technical points. Any technical proposals scoring less than 50 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 50 technical points or higher will be evaluated for incentive points and then cost points. The incentive category will be assigned up to a maximum of 10 points. The cost category will be assigned up to a maximum of 30 points. The potential maximum score for each component is 100 points.

The Department of Human Services reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	5 Points
Collaboration, Capacity, and Qualifications	10 Points
Work plan	20 Points
Approach/Methodology	20 Points
Performance Outcomes	5 Points
Total Possible Technical Points	60 Points
Total Possible Incentive Points*	10 Points
Total Possible Cost Points Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points **	30 Points
Total Possible Points	100 Points

***INCENTIVE POINTS**

The holistic and/or comprehensive approach to services is integral to the success of the DHS customer. If one vendor submits multiple components and two or more of the technical proposals pass the technical proposal threshold, incentive points will be added. Technical proposals are considered passing if they are

scored with 60 or more points. All passing technical proposals are allowed to move on for a cost proposal review. If one vendor has multiple bids passing the technical evaluation, then incentive points will be provided as follows:

- Vendor submits 2 passing technical proposals, that vendor will receive 3 incentive points for each component.
- Vendor submits 3 passing technical proposals, that vendor will receive 6 incentive points for each component.
- Vendor submits 4 passing technical proposals, that vendor will receive 10 incentive points for each component.

Example:

If “Vendor ABC” enters one master bid packet with three component bids (3 technical bids and 3 sealed cost bids), Vendor ABC could be eligible for incentive points. The technical bids for Vendor ABC would be graded and scored according to the technical evaluation. An example follows:

- Component One: Technical Score 61.5, Passes Technical Score
- Component Two: Technical Score 63.5, Passes Technical Score
- Component Four: Technical Score 58.0, Fails Technical Score

Because two components passed the technical score, incentive points will be applied, see below:

- Component One: 3 Incentive Points are added to the component one’s score, the score for Vendor ABC’s component one is now 64.5 (61.5 from technical + 3 incentive points = 64.5).
- Component Two: 3 Incentive Points are added to the component two’s score, the score for Vendor ABC’s component two is now 66.5 (63.5 from technical + 3 incentive points = 66.5).
- Component Four: Component four did not pass the Technical evaluation, no incentive point will be given, the cost proposal will not be opened, and this component will not continue.

**** Cost Formula**

The Low bidder for each component will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B’s cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror’s clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at @purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7550758** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-8100.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (5) copies**) should be mailed or hand-delivered in a sealed envelope marked "RFP#7550758 Rhode Island Works Services" to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. One completed and signed three-page R.I.V.I.P generated bidder certification cover sheet (included in the original copy only) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. One completed and signed W-9 (included in the original copy only) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to twenty (20) pages in a font no smaller than 12 point.
4. **A separate, signed and sealed Cost Proposal** using the budget pages provided in amendment A, include the cost narrative in the sealed bid.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of

Purchases/General Terms and Conditions can be found at the following URL:
<https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>

Attachment A

RHODE ISLAND DEPARTMENT OF HUMAN SERVICES BUDGET

Name of Component and Component Number: _____

NAME OF AGENCY: _____

FEDERAL EMPLOYER IDENTIFICATION NUMBER: _____ DUNS #: _____

ADDRESS: _____

CITY/TOWN: _____ ZIP CODE: _____

PHONE NUMBER: _____ FAX: _____

EXECUTIVE DIRECTOR: _____

TIME OF PERFORMANCE: FROM _____ TO _____

Federally Assigned Indirect Cost Rate: _____

BUDGET SUMMARY

COST CATEGORY		AMOUNT
1.	PERSONNEL	_____ \$0
2.	CONSULTANT AND SUB CONTRACT SERVICES	_____ \$0
3.	TRAVEL	_____ \$0
4.	SPACE	_____ \$0
5.	SUPPLIES	_____ \$0
6.	EQUIPMENT	_____ \$0
7.	OTHER COSTS*	_____ \$0
TOTAL FUNDS REQUESTED:		_____ \$0

*Other Costs must be pre-approved

RHODE ISLAND DEPARTMENT OF HUMAN SERVICES

BUDGET DETAIL

CONSULTANTS & SUB CONTRACT SERVICES	TYPE, NAME, HOURLY RATE, NUMBER OF HOURS, ETC		COST
	Enter on page 1, line 2		CATEGORY TOTAL→
TRAVEL	PURPOSE, RATE, NUMBER OF MILES, ETC		
	Enter on page 1, line 3		CATEGORY TOTAL→
SPACE	DESCRIPTION	COST PER MONTH	COST
			\$0
			\$0
			\$0
			\$0
	Enter on page 1, line 4		CATEGORY TOTAL→
SUPPLIES	DESCRIPTION	COST PER MONTH	COST
			\$0
			\$0
			\$0
			\$0
	Enter on page 1, line 5		CATEGORY TOTAL→
EQUIPMENT	PURCHASE, LEASE, RENTAL		COST
	Enter on page 1, line 6		CATEGORY TOTAL→
OTHER COSTS	DESCRIPTION	COST PER MONTH	COST
			\$0
			\$0
			\$0
			\$0
	Enter on page 1, line 7		CATEGORY TOTAL→

**Attachment B - Confidentiality and Protection of Public Health Information,
Personally Identifiable Information and Sensitive Information**

The successful bidder may use, access or disclose Protected Health Information to perform functions, activities or services for or on behalf of the State of Rhode Island, Department of Human Services (herein referred to as the "Covered Entity"), as specified herein, provided such use, access, or disclosure does not violate the Health Insurance Portability and Accountability Act (HIPAA), 42 USC 1320d et seq., and its implementing regulations including, but not limited to, 45 CFR, parts 160, 162 and 164, hereinafter referred to as the Privacy and Security Rules and patient confidentiality regulations, and the requirements of the Health Information Technology for Economic and Clinical Health Act, as incorporated in the American Recovery and Reinvestment Act of 2009, Public Law 111-5 (HITECH Act) and any regulations adopted or to be adopted pursuant to the HITECH Act that relate to the obligations of business associates, Rhode Island Mental Health Law, R.I. General Laws Chapter 40.1-5-26, and Confidentiality of Health Care Communications and Information Act, R.I. General Laws Chapter 5-37.3-1 et seq. The Business Associate shall recognize and agree that it is obligated by law to meet and comply with the applicable provisions of the above statutes, rules and regulations HITECH Act.

The successful bidder shall be required to execute a contract, if applicable a Business Associate Agreement Addendum to the contract, a Data Use Agreement, and any like agreement that may be required or necessary from time to time and when appropriate in order to perform the functions, activities or services for or on behalf of the State of Rhode Island, Department of Human Services (herein referred to as the "Covered Entity"), as specified herein. Additionally, if applicable, the successful bidder will require all subcontractors to execute a Business Associate Agreement as required by the above referenced federal laws and statutes

"Protected Health Information" or "PHI" means Personally Identifiable Health Information transmitted or maintained in any form or medium that:

- i. is received by Business Associate from Covered Entity;
- ii. Business Associate creates for its own purposes from Personally Identifiable Health Information that Business Associate received from Covered Entity; or,
- iii. is created, received, transmitted or maintained by Business Associate on behalf of Covered Entity.

"Personally Identifiable Health Information" means information that is a subset of health information, including demographic information collected from an individual, and:

- i. is created or receive by a health care provider, health plan, employer or health care clearinghouse; and,
- ii. relates to the past, present or future physical or mental health condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual; and,
 - a. that identifies the individual; or
 - b. with respect to which there is a reasonable basis to believe the information can be used to identify the individual.

The successful bidder will additionally receive, have access to, or be exposed to certain documents, records, that are confidential, privileged or otherwise protected from disclosure, including, but not limited to: personal information; Personally Identifiable Information (PII), Sensitive Information (SI), and other information (including electronically stored information), records sufficient to identify an applicant for or recipient of government benefits; preliminary draft, notes, impressions, memoranda, working papers-and work product of state employees; as well as any other records, reports, opinions, information, and

statements required to be kept confidential by state or federal law or regulation, or rule of court ("State Confidential Information"). State Confidential Information also includes PII and SI as it pertains to any public assistance recipients as well as retailers within the SNAP Program and Providers within any of the State Public Assistance programs.

Personally Identifiable Information (PII) is defined as any information about an individual maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and information which can be used to distinguish or trace an individual's identity, such as their name, social security number, date and place of birth, mother's maiden name, biometric records, etc., including any other personal information which is linked or linkable to an individual. (Defined in OMB Memorandum M-06-19, "Reporting Incidents Involving Personally Identifiable Information and Incorporating the Cost for Security in Agency Information Technology Investments").

Sensitive Information (SI) is information that is considered sensitive if the loss of confidentiality, integrity, or availability could be expected to have a serious, severe or catastrophic adverse effect on organizational operations, organizational assets, or individuals. Further, the loss of sensitive information confidentiality, integrity, or availability might: (i) cause a significant or severe degradation in mission capability to an extent and duration that the organization is unable to perform its primary functions; (ii) result in significant or major damage to organizational assets; (iii) result in significant or major financial loss; or (iv) result in significant, severe or catastrophic harm to individuals that may involve loss of life or serious life threatening injuries. (Defined in HHS Memorandum ISP-2007-005, "Departmental Standard for the Definition of Sensitive Information").

The successful bidder shall not use PHI, PII and SI in any manner that would constitute a violation of the HIPAA Privacy Rule, the HITECH Act, any federal statute, rule or regulation as well as any state statute, rule or regulation.

- i. Stated Purposes Only. The successful bidder shall not use the PHI, PII and SI for any purpose other than stated in the Contract, the Business Associate Agreement Addendum or as required or permitted by law.
- ii. Limited Disclosure. The PHI, PII and SI is confidential and will not be disclosed by the successful bidder other than as stated in the Business Associate Agreement Addendum or as required or permitted by law. Successful bidder will refrain from receiving any remuneration in exchange for any individual's PHI unless Covered Entity gives written approval, and the exchange is pursuant to a valid authorization (that includes a specification of whether the PHI can be further exchanged for remuneration by the entity receiving PHI of that Individual), or satisfies one of the exceptions enumerated in Section 13405(e)(2) of the HITECH Act. Successful bidder will refrain from marketing activities that would violate HIPAA, specifically Section 13406 of the HITECH Act. Successful bidder will report to Covered Entity any use or disclosure of PHI, PII and SI, including any Security Incident, not provided for in the contract or Business Associate Agreement, of which the successful bidder becomes aware.

Successful bidder shall implement, as more specifically described in the Business Associate Agreement, administrative, physical, and technical safeguards in accordance with the Security Rule under 45 C.F.R., Sections 164.308, 164.310, 164.312 and 164.316. The Security Rule means the Standards for the security of Electronic Protected Health Information found at 45 CFR Parts 160 and 162, and Part 164, Subparts A and C. The application of Security provisions Sections 164.308, 164.310, 164.312, and 164.316 of title 45, Code of Federal Regulations shall apply to Business Associate of Covered Entity in the same manner that such sections apply to the Covered Entity. The administrative, physical and technical safeguards indicated above shall also apply to all PII and SI the successful bidder receives, has access to, or is exposed to pursuant to the contract.

The successful bidder acknowledges and agrees that the Health Information Technology for Economic and Clinical Health Act and its implementing regulations (collectively, "HITECH") imposes new requirements with respect to privacy, security and breach notification, and contemplates that such requirements shall be implemented by regulations to be adopted by the U.S. Department of Health and Human Services.

Notwithstanding any other requirement set out herein, the successful bidder acknowledges and agrees that the Health Information Technology for Economic and Clinical Health Act and its implementing regulations (collectively, "HITECH") impose new requirements with respect to privacy, security and breach notification, with respect to protect health information. All requirements, statutes, rules, regulations and provisions, as listed above are hereby incorporated by reference herein as if set forth in their entirety. Notwithstanding anything to the contrary or any provision that may be more restrictive within the contract, all requirements and provisions of HITECH, and implementing regulations currently in effect and as may be subsequently promulgated and/or implemented after the date of this purchasing request, are automatically effective and incorporated herein.