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September 16, 2016

**REQUEST FOR PROPOSALS (RFP) - SECONDARY
CALIFORNIA HEALTH CONSUMER OUTREACH AND ASSISTANCE PROGRAM
RFP No. 16MC-SA011**

You are invited to review and respond to this Request for Proposals (RFP) entitled "California Health Consumer Outreach and Assistance Program." Potential Proposers are encouraged to download the solicitation package as well as any future addendums from Cal eProcure at: <https://caleprocure.com/>. In submitting a proposal, you must comply with the instructions found herein. **The deadline for submitting proposals is 4:00 p.m. Pacific Standard Time (PST) Friday, October 14, 2016.**

The Department of Managed Health Care (DMHC) is soliciting proposals from qualified entities to provide outreach and assistance services to California's insured and uninsured health care consumers. The successful Proposers will be awarded a contract term up to two (2) years that is anticipated to begin on **December 1, 2016** and end on **November 30, 2018**. The DMHC reserves the right to extend the contract for an additional (1) one-year term at the same rates and maximum dollar amount per year as the original Agreement. Contract extensions are subject to satisfactory performance, funding availability, and approval by the Department of General Services.

The Small Business Preference and other preference programs apply to this solicitation. The Disabled Veteran Business Enterprise (DVBE) participation requirement has been waived; however, the DVBE Incentive Program will apply for this solicitation.

Note that all Agreements entered into with the State of California will include by reference General Terms and Conditions and Contractor Certification Clauses that may be viewed and downloaded at Internet site: www.dgs.ca.gov/ols/Resources/StandardContractLanguage.aspx. If you do not have Internet access, a hard copy can be provided by contacting the person listed below.

If you have questions, or need clarifying information, the contact person for this RFP is:

Kim Sloan
DMHC Contract Analyst
Kimberly.Sloan@dmhc.ca.gov

Please note that **no verbal** information given will be binding upon the State unless such information is issued in writing as an official addendum.

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A. PURPOSE AND DESCRIPTION OF SERVICES

The California Department of Managed Health Care (DMHC) is soliciting proposals from qualified entities capable of performing Health Consumer Outreach and Assistance Program services as specified in Section E, Scope of Work (SOW) in one (1) or more of the five (5) multi-regions encompassing 58 counties throughout California (See Figure 1).

The DMHC is seeking proposals from non-profit, Community-Based Organizations (CBO) to provide outreach and assistance services to California's insured and uninsured health care consumers. Organizations that meet the minimum qualifications are invited to submit a proposal either independently or in collaboration with other like organizations to participate in the Health Consumer Outreach and Assistance Program. Organizations selected will partner with the DMHC to provide direct consumer assistance and outreach leveraging existing relationships within a region to reach California's diverse health care consumers and when necessary, increase the number of consumers filing grievances with their health plans and complaints and Independent Medical Reviews (IMRs) with the DMHC. The selected organizations will work to 1) educate consumers about health care protections, health plan grievance procedures and the DMHC's Complaint and IMR process and 2) assist consumers with enrollment into health coverage, filing health plan, DMHC or other external complaints and appeals and navigating the complex health care coverage system.

The DMHC intends to award five (5) Agreements, to five (5) Proposers, but shall not guarantee any specific volume of work once the award is made. The amount to be awarded under this RFP is **\$5,000,000** distributed among all five (5) Agreements. The anticipated amount for Year 1 is \$2,500,000 and Year 2 is \$2,500,000. Details are specified below. For each proposal submitted, the total cost of all deliverables and tasks cannot exceed the specified Agreement amount.

The DMHC reserves the right to extend the Agreement for an additional one (1) year term at the same rates and maximum dollar amount per year as the original Agreement. Agreement extensions are subject to satisfactory performance, funding availability and approval by the Department of General Services.

The 5 regions and the funding allotments for each region are as follows:

Region 1: Northern - \$300,000 (Year 1 and Year 2)

Butte, Colusa, Del Norte, Glenn, Humboldt, Lake Lassen, Mendocino, Modoc, Nevada, Plumas, Shasta, Sierra, Siskiyou, Solano, Sutter, Tehama, Trinity, Yolo and Yuba counties.

Region 2: Bay Area - \$425,000 (Year 1 and Year 2)

Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara and Sonoma counties.

Region 3: Central - \$575,000 (Year 1 and Year 2)

Alpine, Amador, Calaveras, El Dorado, Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, Mono, Monterey, Placer, Sacramento, San Benito, San Joaquin, San Luis Obispo, Santa Barbara, Santa Cruz, Stanislaus, Tulare, Tuolumne and Ventura counties.

Region 4: Los Angeles - \$600,000 (Year 1 and Year 2)

Los Angeles County

Region 5: Southern - \$600,000 (Year 1 and Year 2)

Imperial, Orange, Riverside, San Bernardino and San Diego counties

Figure 1 - Statewide Regional Structure



B. ADMINISTRATIVE REQUIREMENTS

The successful Proposer who is awarded an Agreement must fulfill the following Administrative Requirements, prior to commencing work, and are responsible for any fees or expenses, including time, for completing these items:

1. **Background Investigation** - Due to the nature of the services to be performed, the DMHC requires a thorough background investigation of the Contractor, its agents, subcontractors and individual employees who will have access to medical information as part of their duties under this Agreement; and reserves the right to disapprove any individual from performing under the scope of this Agreement. This background investigation includes fingerprinting and a California Department of Justice criminal record check. Each Contractor, agent, subcontractor and individual employee who is to perform services under this Agreement must voluntarily consent to a background investigation. Fingerprint rolling fees and background investigation costs will be borne by the Contractor, payable at time of fingerprinting. Previous clearances and/or investigations conducted by other agencies will not be accepted as an alternative to the DMHC's background investigation. It is the Contractor's responsibility to notify the DMHC when an employee working under this Agreement is terminated, not hired or reassigned to other work.

Per Government Code Section 1041, pre-employment background investigations shall be required of contract employees whose duties include or would include access to medical information. The pre-employment background investigation will consist of fingerprinting and an inquiry to the Department of Justice (DOJ) and the Federal Bureau of Investigations (FBI) to disclose Criminal Offender Record Information (CORI). Investigations are conducted to ascertain whether a contract employee has any state or federal convictions, or is currently released from custody on bail or on their own recognizance pending trial, of a crime of "moral turpitude".

2. **Annual Security Awareness Training** - Per State policy, (State Administrative Manual (SAM) Sections 5305.1; 5320.1; 5320.2) the DMHC must provide for the proper use as well as protection of its information assets and arrange for an annual basic security and privacy awareness training. As such, DMHC Contractors (including subcontractors) providing contractual services to DMHC and/or accessing State Resources must complete the designated DMHC online Information Security Awareness and Privacy Training as part of attaining access to DMHC information assets and/or commencing work on a contract.

C. MINIMUM QUALIFICATIONS

The Proposer must complete Attachment 3, Minimum Qualifications Certification, certifying that all minimum qualifications and requirements are satisfied. Failure to certify may result in the immediate rejection of the proposal.

Proposer must meet all of the following minimum qualifications:

1. Documented history of having been in business in the targeted areas throughout California (Figure 1 on page 2) for a minimum of five (5) years.
2. Documentation of the non-profit, corporate status of the organization, i.e., incorporated as a 501(c)(3).
3. Documentation that the Proposer is in good standing and qualified to conduct business in California.
4. Documentation of financial support from other funding sources, excluding in-kind resources. (This contract should supplement existing funds and represent no more than 25 percent of the

total budget of the lead contract. If the Proposer wishes to go above this threshold, a justification must be provided).

5. Demonstrated experience, for a minimum of three (3) years, in providing direct consumer assistance services relative to health coverage and health insurance throughout the region in California for which the organization is submitting a proposal.

D. BACKGROUND

1. Federal Consumer Assistance Program (CAP) Grant Award

In 2010, as a result of the Affordable Care Act (ACA), the United States Department of Health and Human Services began distributing more than \$30 million in CAP grants to help states and territories establish or enhance activities to educate consumers about their health coverage options and to ensure consumer access to their rights under State and Federal law, including the ACA. DMHC received CAP grants to fund community-based organizations from the Federal Center for Consumer Information and Insurance Oversight in conjunction with Federal Health Care Reform.

By means of this funding opportunity, the DMHC provided vital, timely and effective assistance to California's diverse health care consumers. The DMHC partnered with CBOs providing consumers with local, direct assistance in navigating the complicated health care coverage system and increasing consumer knowledge of the DMHC's role as a consumer protection agency.

2. Department of Managed Health Care

The DMHC is the country's first government agency solely dedicated to regulating health plans and assisting consumers to resolve disputes with health plans. The DMHC's mission is to protect consumers' health care rights and ensure a stable health care delivery system. The DMHC oversees more than 65 full-service health plans, including all California health care plans and some preferred provider plans, as well as more than 50 specialized plans such as dental and vision. Overall, the DMHC regulates approximately 90 percent of the commercial health care marketplace in California. A list of current health plans regulated by the DMHC can be found at the following DMHC public website address: <http://wps0.dmhc.ca.gov/hpsearch/viewLicensedHealthPlan.aspx>.

Created by consumer-sponsored legislation in 1999, the DMHC is funded by health plan assessments, with no taxpayer contributions. The DMHC's main priorities are to protect the rights of approximately 25 million enrollees, educate consumers about their rights and responsibilities, ensure the financial stability of the managed health care system and assist Californians in navigating the changing health care landscape.

a. Help Center Overview

The mission of the DMHC's Help Center is to educate and assist California's diverse health care consumers and ensure that health plans licensed under the Knox-Keene Act are accountable to enrollees for providing timely access to necessary health care services and for appropriately addressing enrollee appeals and grievances. The Help Center functions are as follows:

- i. Provide readily accessible information and assistance to consumers regarding their grievance and appeal rights and other protections relative to health plan/health insurance coverage.
- ii. Review complaints against health plans and requests for IMR of denied health care services.
- iii. Administer the IMR Program. This program provides enrollees a free external, IMR of modifications, delays, or denials of requested health care services where the health plan's denial

disputes the medical necessity, determines the requested services are/were experimental/investigational, or denies reimbursement for emergency services.

- iv. Monitor health plans to ensure that they comply with the law and fulfill their obligations to enrollees and where necessary, to seek appropriate corrective action.
- v. Identify systemic issues based upon complaint data collected and analyzed by the Help Center to improve the managed health care delivery system.

b. Help Center Programs

- i. **Call Center:** The Call Center is often the first point of contact a consumer has with the DMHC. Call Center agents answer the DMHC's toll-free telephone number and respond to e-mail inquiries sent to the DMHC's Help Line. The Call Center is open from 8:00 a.m. to 6:00 p.m. Monday through Friday. For consumers who contact the Call Center with urgent issues that occur outside of normal business hours, the DMHC utilizes an after-hours vendor that can reach the on-call clinical staff 24 hours a day, 7 days a week. Call Center agents are able to assist non-English speaking consumers via interpreting services in 170+ languages. The Call Center supplies information on consumer grievance and appeal rights and educates and provides referrals for consumers regarding Federal, State and commercial programs related to health care coverage. Staff determine whether immediate referral to clinical or complaint staff is warranted due to an urgent clinical need and/or potential loss of coverage. On average, the Call Center staff answers 6,500 calls per month.
- ii. **Complaint Resolution:** The complaint resolution and legal branches respond to consumer complaints about specific health plan actions and decisions. A review and analysis of the following is performed in order to make a decision regarding the complaint:
 - a. The consumer's complaint and supporting documentation including, but not limited to, telephone logs, medical records, receipts and provider recommendation letters.
 - b. Plan correspondence with the enrollee including denial letters, explanation of benefits, grievance acknowledgement letters, response letters, pertinent sections of the health plan evidence of coverage and medical records relevant to the enrollee's issue.
 - c. The plan's written response which fully addresses all issues raised in the complaint and identifies the specific facts, and records or portion of the records upon which the plan relied upon to make its determination.
 - d. Any other relevant information the plan used in reaching its decision, as well as any other information the health plan believes is relevant to the resolution of the complaint.

Complaints are reviewed and resolved within the 30-calendar day mandate specified in Section 1368 of the Knox-Keene Act. Consumers and health plans are sent a written notice of the final disposition of the grievance and the reason(s) for the determination.

- iii. **Urgent Clinical Interventions:** Consumer calls and/or correspondence received by the Help Center are screened for potential urgent health conditions that may need immediate attention. The clinical staff is experienced and knowledgeable about both health care and managed care systems, enabling them to facilitate a reasonable resolution based on the consumer's need, within prevailing statute and regulation timeframes.
- iv. **IMR:** An IMR is the process by which the DMHC provides for an external, independent review to examine a health plan's decisions to deny services to an enrollee, based on emergency care,

medical necessity and/or experimental investigational determinations or the modification or delay of a requested service. The Help Center's role in this process is to determine the eligibility of applications for IMR for health plans under DMHC's regulatory authority. The California Department of Insurance has a similar process for health care plans under its jurisdiction and health care plans regulated by the United States Department of Labor will be required to implement an external review process under requirements of the ACA.

E. SCOPE OF WORK

1. Overview of Goals and Objectives:

The Contractor will:

Provide services free of charge to California's diverse health care consumers needing direct assistance with health care services and coverage issues, health plan complaints and appeals, as well as understanding the complex health care coverage system. Services will also include consumer assistance for uninsured Californians. The successful Consumer Outreach and Assistance Program will focus on equipping consumers with useful tools, guidance and assistance to meet their health care service needs.

Demonstrate a full complement of knowledge about California health coverage programs and regulatory review. Although a strong emphasis of the work will be focused on consumers enrolled in DMHC regulated health plans, the Contractor must also know regulatory review processes for consumers in health plans that may not be DMHC regulated.

Provide direct one-on-one case management services and educate consumers about issues related to health coverage. Services will consist of:

- a. Assisting consumers with filing complaints and appeals with a health plan's internal appeal or grievance process of a group health plan or health insurance issuer.
- b. Assisting consumers with filing DMHC Complaints and IMRs after, in most cases, a health plan grievance denial has been upheld.
- c. Helping both uninsured and insured consumers navigate their health coverage options, including Medi-Cal and on/off exchange health plans and enroll them into health care coverage.
- d. Helping consumers with health care service problems navigate their health coverage benefits and understand their health care rights.
- e. Providing information about the independent external appeal process.
- f. Providing consumer education and guidance about essential health care benefits and consumer health care rights.
- g. Provide consumer assistance services that the Help Center staff, as regulators, do not provide, such as assisting the consumer with filing a health plan grievance prior to coming to the DMHC for assistance, writing and submitting the DMHC Complaint/IMR form and advocating for the consumer's needs. The DMHC Complaint/IMR form must be signed and dated by the consumer and the consumer must also sign the DMHC Authorized Assistant form if they choose to authorize an individual to assist with their IMR or complaint.
- h. Increase consumer awareness about protections and services provided by the DMHC Help Center, the benefits of filing a DMHC Complaint and IMR, and increase the number of DMHC Complaints and IMRs received by consumers.
- i. Increase the awareness of consumers about health care protections and the services provided by the DMHC through targeted outreach to providers, associations, consumer

groups, workshops, and other group settings where consumers may learn about their health care rights, health plan grievance procedures, and the DMHC Complaint and IMR process.

- j. Collect and report data relative to Consumer Outreach and Assistance Program services and the resolution of consumer issues.

2. Tasks:

The Contractor agrees to provide the DMHC services as described herein.

The Contractor shall promptly notify the DMHC Contract Manager of events or proposed changes that could affect the scope, budget or schedule of work performed under this Agreement. The Contractor shall be responsible for the performance of the work as set forth below:

- The Contractor will serve to increase awareness about the health plan grievance procedures and the DMHC Complaints and IMRs process and assist consumers with filing internal and external appeals.
- The Contractor must understand the complicated health care coverage system, including but not limited to, DMHC services, enrollee health care rights, internal and external health plan complaint and grievance processes, Covered California benefit marketplace, Medi-Cal, Medicare, Coordinated Care Initiative (Cal MediConnect), and health care coverage regulatory systems.
- The Contractor shall design and implement targeted local recruitment strategies to provide consumer case management services, and increase the number of consumers filing internal health plan appeals, and when necessary, DMHC Complaints and IMRs.
- The Contractor will be responsible for training their staff to empower individuals through direct assistance, and resolution of issues.
- The Contractor will work with the DMHC Help Center to effectuate appropriate referrals from the DMHC to the Contractor, from the Contractor to the DMHC, and will report on the number and outcome of such referrals.

The key components of the project are:

Task 1 - Assist Health Consumers

The Contractor will provide consumers multi-lingual, direct assistance related to health services, coverage and enrollment (either in-person, via telephone, and/or via a website or other electronic modes). The Contractor must accept phone calls and provide in-person assistance between the hours of 9:00 a.m. to 5:00 p.m. Monday through Friday (business hours) and have a method for returning calls to consumers within one business day. After hour phone calls will be overflowed to a voicemail system. The Contractor will respond within one business day to contacts from consumers, provide consumer case management services, effectively distribute educational materials about the consumer's health care rights and the DMHC as a consumer protection agency, and resolve the consumer's case in a timely manner.

The organization will provide multi-lingual assistance between the hours of 9:00 a.m. to 5:00 p.m. Monday through Friday. This task is also linked with the Task 6 reporting requirements.

Task 2 - Increase Community Awareness about Consumer Health Care Protections and the DMHC through Outreach and Education

The Contractor will increase community awareness about consumer health care protections and the DMHC by conducting targeted outreach activities to educate and assist consumers with filing health plan grievances, and when necessary, DMHC Complaints and IMRs. The Contractor will develop and implement an Outreach Plan for the contracted regions including, but not limited to, measurable outreach goals; relevant, local consumer health care service barriers guiding outreach activities; strategies to increase consumers' use of health plan internal and external grievance processes, including the DMHC Complaints and IMR process; targeted outreach with providers, associations, consumer

groups, workshops and other group settings to overcome health care services barriers by increasing consumers filing health plan internal and external grievances; a dedicated Outreach Coordinator; and quarterly evaluations of outreach activities. The Contractor will use their local area expertise in designing and implementing the plan to deliver culturally and linguistically competent outreach and education messages that respond to consumer preferences, motivations and challenges. The Outreach Plan will employ education techniques likely to increase the awareness of consumer health care protections and DMHC services. The Contractor shall conduct due diligence when monitoring attitude, conduct and professionalism of employees who perform outreach and education activities on behalf of the DMHC and included in this Agreement. The Contractor will work with DMHC to learn about the educational materials currently provided to consumers. In certain cases, organizations may wish to develop additional written materials for their own use, and may do so with prior written approval from the DMHC.

An Outreach Plan will be submitted to the DMHC on a quarterly basis to be evaluated and revised, as necessary, taking into account the number of Complaint and IMR applications the DMHC receives as a result of the Contractor's efforts. The Contractor shall provide monthly reports documenting their progress toward meeting agreed upon Outreach Plan deliverables and activities. The Contractor and Outreach Coordinators will participate in a quarterly outreach meeting (usually by conference call or webinar). The Contractor will be available to attend Outreach activities in cooperation with the DMHC when requested by the DMHC Contract Manager.

Task 3 - Working with the DMHC as a Community Partner

The DMHC will provide procedures for DMHC Help Center agents to use when warm transferring consumer calls to the Health Consumer Outreach and Assistance Program organization. The DMHC Help Center will provide the Contractor with urgent issue escalation procedures (Urgent Triggers) for consumers in need of the DMHC's assistance. The Contractor will provide a script and procedural report that addresses the necessary warm transfer practices and the Contractor's compliance with the DMHC's Urgent Triggers procedures. Such referral and issue escalation practices are to be determined by the DMHC Contract Manager in collaboration with the Contractor.

The Contractor will provide the DMHC with the Organization's contact names, phone numbers, location and lead for DMHC Help Center escalation purposes. The Contractor will provide the DMHC with monthly reports indicating the warm transfers received, assisted and/or referred to another organization. The DMHC will receive a monthly outcome report as outlined in Task 6 - Data Collection and Reporting to the DMHC. The Contractor will serve to increase the number of internal health plan grievances and, when necessary, DMHC Complaints and IMRs filed with the Department.

Task 4 - Training

The Contractor will train staff to be conversant in services and information about consumer health care protections and coverage issues, DMHC, California Department of Insurance, Covered California, Coordinated Care Initiative and other State and Federal entities. The Contractor shall ensure that staff members maintain knowledge about health plan grievance procedures and DMHC services, and provide information to consumers during the course of conducting outreach, education and assistance activities contained in this Agreement. The Contractor and any subcontractors will be expected to attend webinars as scheduled and provided by DMHC. Attendance at contract meetings with DMHC (usually by conference call or webinar) will also be required.

The Contractor will provide to the DMHC an on-going training work plan and invite the DMHC to attend training sessions. The Contractor and any subcontractors will complete trainings as requested by DMHC. The Contractor will attend all contract meetings.

Task 5 - Materials and Training Development

The Contractor will develop and maintain training materials for its in-service staff that encompass all facets of health care service delivery. Training topics shall include but not be limited to: health plan grievance procedures, the DMHC Complaint and IMR process, health coverage and health care reform,

customer service, conflict resolution, crisis de-escalation, interpersonal and problem solving skills, cultural and linguistic awareness, Limited English Proficiency (LEP) population awareness and sensitivity awareness of the Medi-Cal population, including Seniors and Persons with Disabilities (SPD) as well as dual eligibility. The Contractor will utilize training materials and fact sheets regarding health coverage, health care reform and pertinent issues as provided by DMHC or agreed upon by Contractor and DMHC.

The Contractor must utilize consumer authorization, consent and complaint forms; outreach and education materials; correspondence templates; and other written consumer materials provided or approved by DMHC for the purposes of providing services. The Contractor shall ensure that all information intended for consumers adheres to the Plain Writing Act of 2010 by using Plain Language best practices and is available in alternative formats.

The Contractor will print a minimum of 20,000 pocket collateral cards providing information on the DMHC Help Center each year to be distributed to either all subcontractor(s) or directly to the community members within each county. The Contractor will be responsible for the cost of translating the collateral into languages other than English and Spanish, upon approval by the DMHC. The Contractor will ensure that the cards are printed to the standards provided and that the proof must be approved by the DMHC before printing.

The Contractor will be responsible for ensuring that all electronic and written information, including web-based information and training materials, is consistent with applicable Federal and State laws and regulations. Upon request by the DMHC, the Contractor will modify electronic and written information and training materials as necessary to ensure consistency with applicable Federal and State laws and regulations regarding health care coverage, the Affordable Care Act, health privacy, grievance and appeals processes and patient rights.

The Contractor will provide updates on these activities in the required monthly reports referenced under Task 6.

Task 6 - Data Collection and Reporting to the DMHC

The Contractor shall submit required reports on a monthly and annual basis, and shall submit additional ad hoc reports upon request of the DMHC. The Contractor shall follow the requirements below for collecting data and reporting on caller/contact types in the following categories:

- Uninsured - For a consumer with no health insurance, including a consumer who thinks he/she has insurance, but has purchased a product that is not insurance (i.e., discount card).
- Insured - For an insured consumer facing a loss of coverage and/or some aspect(s) of the coverage is not meeting the consumer's needs (e.g. cost, coverage limitations).
- Information Only – Generally, an insured consumer seeking information, definitions, or contact information, but not seeking assistance with a specific health insurance problem.

Collecting and reporting data relative to:

- Health Plan Name
- Health Program Type
- Service Issue
- Eligibility Issue
- Consumer Age, Gender, Ethnicity and Preferred Language
- Consumer Health Condition/Disability
- Total number of incoming contacts received per month per Contractor and subcontractors
- Call volume and call waiting time per Contractor and subcontractors
- Total number of cases opened per month per Contractor and subcontractors
- Total number of cases pending per month per Contractor and subcontractors
- Total number of cases closed per month per Contractor and subcontractors

- Breakdown of subject matters for cases opened, pending, and closed
- Breakdown of outcomes/resolution for cases closed per month
- Monthly breakdown of consumers referred to Contractor by the DMHC including, but not limited to, consumer name, address, phone number and initial outcome
- Total number of internal health plan grievances filed per month per Contractor and subcontractors
- Total number of Complaints and IMRs submitted to the DMHC per month per Contractor and subcontractors
- Total number of outreach activities per month per Contractor including, but not limited to, outreach location and date; number of persons in attendance; topic discussed; and materials distributed
- Quarterly outreach activity evaluation including, but not limited to, format of outreach activities, description of proposed changes to Outreach Plan for effectiveness, Number of Complaint and IMR applications filed with the DMHC as a result of an outreach activity; and the identification of support, information or additional training needs
- 3 compelling and successful stories of consumer assistance per Contractor

The Contractor will submit required reports on a monthly and annual basis. The Contractor will submit data reports on an Excel Template provided by the DMHC. Monthly reports shall be provided to the DMHC no later than the 10th of the following month. The Contractor shall provide ad hoc reports at the request of the DMHC within timeframes agreed upon between DMHC and Contractor. The DMHC, upon 30 days written notice, may add, delete or change reported information required from the Contractor.

Task 7 - Project Management

The Contractor shall maintain accurate and comprehensive records of grant-funded activities and expenditures, submit required reports and records, and cooperate with all DMHC mandated reporting and meeting requirements. The Contractor must develop a process for managing all program and fiscal components of the project using generally accepted management and financial standards, and for ensuring that invoices for payment and activity reports are submitted on a timely basis (monthly) in a format designated by the DMHC. The Contractor will provide a description of how it evaluates the quality and effectiveness of its Health Consumer Outreach and Assistance Program.

The Contractor demonstrates collaboration with subcontractors, if applicable, relating to activity reports, information dissemination and monthly invoices submitted on a timely basis. The Contractor shall meet all mandated reporting and meeting requirements.

Task 8 - Evaluation

The Contractor shall participate in and cooperate with all DMHC evaluation activities and requests for information to build knowledge of effective approaches to reaching consumers in California. The Contractor will participate in an evaluation, which will include, but not necessarily be limited to, the following components: site visits, consumer issue resolution, systemic issue identification, outreach, data collection and reporting, training, administration, successful outcomes and client satisfaction with services.

The Contractor will participate in a yearly evaluation of the program sharing with the DMHC all pertinent requested information and provide consumer surveys for satisfaction and resolution.

F. PROPOSAL REQUIREMENTS AND INFORMATION

1. Key Action Dates

<u>Event</u>	<u>Date</u>	<u>Time</u>
RFP Available to Prospective Proposers	September 16, 2016	
Last Day for Proposers to Submit Questions	September 23, 2016	4:00 p.m.
Answers to Questions Posted	September 28, 2016	
Proposal Submittal Deadline	October 14, 2016	4:00 p.m.

Proposal Opening (Anticipated)	October 17, 2016
Notice of Intent to Award (Anticipated)	October 21, 2016
Proposed Award Date (Anticipated)	October 28, 2016
Contract Term (Anticipated)	December 1, 2016 – November 30, 2018

Note: DMHC may modify this RFP prior to the Proposal Submittal Deadline above through the issuance of a formal addendum posted at <https://caleprocure.ca.gov>. All dates after the Proposal Submittal Deadline are approximate and may be adjusted as conditions indicate, without an Addendum to this RFP.

2. Submission of Questions from Proposers

All questions must be submitted in writing **prior to 4:00 p.m. PST on Friday, September 23, 2016** to Kim Sloan at Kimberly.Sloan@dmhc.ca.gov. The responses to all questions received will be posted on <https://caleprocure.ca.gov> under the Health Consumer Outreach and Assistance Program RFP (16MC-SA011) and on <http://HealthHelp.ca.gov>.

To ensure receipt of any addenda or questions and answers that may be issued, interested parties are encouraged to regularly check for new postings on <http://HealthHelp.ca.gov> under "What's New." All addenda and questions and answers will also be posted on <https://caleprocure.ca.gov>. Instructions for free registration to Cal eProcure can be found at: <http://www.documents.dgs.ca.gov/pd/caleprocure/RegistrationInstructions.pdf>.

3. General Requirements

- a. The Proposer must provide a statement certifying and documentation to substantiate that they are in good standing and qualified to conduct business in California.

4. References

The Proposer is required to provide three (3) references each, on Attachment 5, Proposer(s) References, for which the Proposer have provided similar services as described in Section E, Scope of Work. The Proposer should provide three (3) reference letters from the community which demonstrate that the Contractor and subcontractors have the knowledge and expertise in assisting consumers to obtain health care coverage in both private and public programs and knowledge and expertise in Federal, State and local laws relative to the rights of health plan members, including those in fully-insured, Employee Retirement Income Security Act (ERISA) self-insured and non-Federal, non-ERISA self-funded plans and Medi-Cal managed care plans in California. The DMHC retains the right to conduct reference checks beyond those provided.

5. Work Plan Format and Requirements

The Proposer shall develop a narrative Work Plan for task completion outlining their ability to fulfill the requested services as identified in Section E, Scope of Work. Please list "Attachment 6" at the top of the Work Plan. The Work Plan must include the following:

- a. **Statement of Purpose** - Include a section that provides an overall statement of purpose for the project and a description of how this project fits into the mission of the Organization(s).
- b. **Project Description** - Describe activities that will be undertaken to implement Tasks 1 through 8 listed in Section E, Scope of Work throughout California and include a schedule of implementation milestones.
- c. **Geographic Reach** - Explain what types and to what extent services will be provided in

each county within the region. The proposal should explain how the Organization(s) will serve consumers within the region.

- d. **Language Capacity** - Explain how and to what extent services will be provided in all threshold languages identified under the Medi-Cal program.
- e. **Project Personnel** - Provide a list of all key personnel who will be working on the project (for both the lead organization and any subcontractors), their titles, and attach their résumés. If subcontractors are to be included or contemplated, then the Proposer must identify 1) the persons and/or firms, 2) the portions and monetary percentages of the work to be done by the subcontractors, 3) how they were selected and why, 4) resumes of each subcontractor participants and 5) a description of how the subcontracted work will be controlled, monitored and evaluated.

6. Cost Proposal Format and Requirements

- a. The Proposer must complete the Cost Proposal, Attachment 4, in the prescribed format. Any deviation from the prescribed format, which in the opinion of the DMHC is material, may result in the rejection of the proposal. The proposed cost shall include all fees and expenses for providing services described in this RFP. The successful Organization shall only be compensated based on actual services performed at the rates submitted.

Any reimbursement for necessary travel and per diem will not exceed State rates and will abide by CalHR guidelines. All rates can be found at:

<http://www.calhr.ca.gov/employees/pages/travel-reimbursements.aspx>.

Any out-of-state travel by the Contractor for purposes of this Agreement must have prior written approval by the DMHC Contract Manager and must be submitted on a STD. 262 form with the receipts attached.

- b. All pricing shall remain firm and constant during the entire Agreement term and any extensions.
- c. For each proposal submitted, the total cost of all tasks and milestones shall not exceed the specified amount for each region.

7. Submission of Proposal

- a. Proposals should provide straight-forward and concise descriptions of the Proposer's ability to satisfy the requirements of this RFP. The proposal must be complete and accurate. Omissions, inaccuracies or misstatements may be cause for rejection of a proposal.
- b. Proposals must be submitted for the performance of all the services described herein. Any deviation from the work specifications will not be considered and may cause a proposal to be rejected. A proposal may be rejected if it is conditional or incomplete, or if it contains any alterations of any form or other irregularities of any kind. The State may reject any or all proposals and may waive an immaterial deviation in a proposal. [The State's waiver of an immaterial deviation shall in no way modify the RFP document, or excuse the Proposer from full compliance with all requirements if awarded the Agreement.]
- c. All proposals shall include the documents identified in Attachment 1, Required Attachment Check List. Proposals not including the Attachments listed below shall be deemed non-responsive. A non-responsive proposal is one that does not meet the basic proposal requirements. All proposals must include the following Attachments:

- I. Attachment 1, Required Attachment Check List
 - II. Attachment 2, Proposal/Proposer Certification Sheet
 - III. Attachment 3, Minimum Qualifications Certification
 - IV. Attachment 4, Cost Proposal
 - V. Attachment 5, Proposer References
 - VI. Attachment 6, Work Plan
 - VII. Attachment 7, Darfur Contracting Act Certification (If Applicable)
 - VIII. Attachment 8, DVBE Incentive Application Request (If Applicable)
 - IX. Attachment 9, Iran Contracting Act
 - X. Attachment 10, CCC-307
- d. An individual who is contractually authorized to bind the proposing Organization shall sign Attachment 2, Proposal/Proposer Certification Sheet. The signature must indicate the title or position that the individual holds in the Organization. An unsigned proposal may be rejected.
- e. If the proposal is made under a fictitious name or business title, the actual legal name of the Proposer must be provided.
- f. More than one (1) proposal from an individual, firm, partnership, corporation or association under the same or different names, will not be considered.
- g. Joint proposals are not acceptable. A joint proposal is when two (2) or more bidders sign and submit a bid together for requested services.
- h. The proposal package should be prepared in the least expensive method (i.e., cover page with a staple in upper left-hand corner, no elaborate bindings, etc.).
- i. All pages of the proposal shall have the following header and consecutive page numbering format in the upper right-hand corner:
- (Proposer's Legal Name)
RFP No. 16MC-SA011
Health Consumer Outreach and Assistance Program
- j. The Proposer must submit one (1) original and four (4) copies of the original in its entirety, as well as e-mail an electronic version in its entirety in Microsoft Office Word and/or Excel formats to: Kimberly.Sloan@dmhc.ca.gov.
- k. The original proposal must be marked "Original Copy". All documents contained in the original proposal package must have original signatures and must be signed by a person who is authorized to bind the proposing organization. All additional proposal sets may contain photocopies of the original package.
- l. The proposal box/envelope must list the Proposer's legal name and address, the RFP number and title, and must be marked "DO NOT OPEN" as shown in the following example, and shall be mailed or hand-delivered to:

(Proposer's Legal Name)
(Proposer's Address)

DO NOT OPEN
RFP No. 16MC-SA011
Health Consumer Outreach and Assistance Program

Department of Managed Health Care
Attn: Kim Sloan
980 9th Street, Suite 500
Sacramento, CA 95814

- m. All proposals must be received under sealed cover and sent to the DMHC contact listed above by **Friday, October 14, 2016 at 4:00 p.m. PST**. Proposals received after this date and time will not be considered. Proposals not submitted under sealed cover and marked as indicated may be rejected.
- n. When hand-delivering a proposal, the Proposer should have the receptionist date/time stamp the envelope immediately upon delivery. Proposals date/time stamped after the due date and time will not be accepted.
- o. A Proposer may modify a proposal after submission by withdrawing its original proposal and resubmitting a new proposal prior to the proposal submission deadline as set forth in Section F, Proposal Requirements and Information, item 1, Key Action Dates. Proposal modifications offered in any other manner, oral or written, will not be considered.
- p. A Proposer may withdraw its proposal by submitting a written withdrawal request to the DMHC, signed by the Proposer or an authorized agent for the firm. A Proposer may then submit a new proposal prior to the proposal submission deadline. Subsequent to proposal submission deadline, proposals may not be withdrawn without cause.
- q. The Proposers are cautioned to not rely on the DMHC during the evaluation to discover and report to the Proposer any defects and errors in the submitted documents. Proposers, before submitting their documents, should carefully proof them for errors and adherence to the RFP requirements.
- r. The Proposer agrees that in submitting a proposal, they authorize the DMHC to verify any or all claimed information, proprietary or non-proprietary, by any reasonable means, including on-site inspection and to verify any references named in their proposal.
- s. Costs incurred for developing proposals and in anticipation of award of an Agreement, are entirely the responsibility of the Proposer and shall not be charged to the State of California.
- t. The DMHC reserves the right to reject all proposals and is not required to award an Agreement.
- u. No oral understanding or agreement shall be binding on either party.

8. Disposition of Proposals

- a. Upon proposal opening, all documents submitted in response to this RFP will become the property of the State of California, and will be regarded as public records under the California Public Records Act (Government Code Section 2650, et. seq.) and subject to review by the public.

- b. Proposal packages may be returned only at the Proposer's expense, unless such expense is waived by the DMHC.

9. Evaluation Process and Criteria

- a. At the time of proposal opening, each proposal will be checked for the presence or absence of the required information in conformance with the submission requirements of this RFP. A responsive proposal is one which meets or exceeds the requirements stated in this RFP.
- b. Proposals that contain false or misleading statements, or which provide references which do not support an attribute or condition claimed by the Proposer, may be rejected. If in the opinion of the DMHC, such information was intended to mislead the DMHC in its evaluation of the proposal and the attribute, condition, or capability is a requirement of this RFP, it will be the basis for rejection of the proposal.
- c. Proposers claiming any of the bid preferences shall submit the proper required certification documents and check next to the applicable Attachment number on Attachment 1, Required Attachment Check List. Refer to the links in Section G, Preference Programs, in this RFP for information regarding these preference programs.

Evaluation Criteria is as follows:

Stage 1: Minimum Qualifications

The proposals that meet the minimum qualifications will be evaluated and scored according to the criteria indicated below.

Stage 2: Firm's Capacity to Perform the Contracted Services

- a. All proposals passing the Minimum Qualifications Requirement will be evaluated and scored for their degree of responsiveness to each of the components mentioned below.
- b. An overall maximum of 100 possible points may be achieved in this stage and an overall minimum of 70 points must be achieved to be considered a responsive proposal. (A responsive proposal is one that meets the requirements stated in this RFP).
- c. Proposals will be reviewed, evaluated and scored by an authorized Evaluation Committee. Evaluation of proposals will be based on the criteria shown as follows for each component; each component will be scored according to the degree of responsiveness present in the proposal being evaluated. A component score will not exceed the possible points shown for that component. A minimum of 70% of the maximum possible score must be achieved for each rating/scoring criteria line item.

Evaluation Criteria	Maximum Possible Score
1. WORK PLAN EVALUATION (100 points maximum)	
A. <u>Statement of Purpose (maximum 3 points)</u>	
Does the statement adequately tie the project into the Organization's overall mission?	3
B. <u>Project Description (maximum 83 points)</u>	
Task 1 - Assist Health Consumers	
Does the proposal demonstrate the ability to provide direct assistance to consumers from 9:00 a.m. – 5:00 p.m. either in-person, via telephone, and/or via a website, and have a method for returning phone calls within one business day if live calls or after-hour calls are overflowed to an answering machine? In addition, does the proposal demonstrate the ability to provide these services to multi-lingual consumers?	3
Does the proposal describe how the Organization will respond to contacts from consumers, what levels of assistance will be provided for the resolution of health care coverage issues and what informational materials will be used and how those materials will be disseminated?	5
Does the proposal describe how the activities of this contract will be integrated into the other activities of the Organization?	4
Task 2 - Increase Community Awareness about Consumer Health Care Protections and the DMHC through Outreach and Education	
Does the proposal contain an Outreach Plan with specific and measurable deliverables describing how the outreach activities will increase community awareness about consumer's protections and the DMHC services?	5
Does the plan demonstrate how the Organization will use its target group and local area expertise in designing and implementing the plan, and make consumers, employers, other advocates, local health plans, and/or local health care providers aware of the Organization's consumer assistance services and ensure they are utilized?	3
Does the proposal describe the responsibilities of an Outreach Coordinator?	3
Does the proposal describe the relevant, local consumer health care services barriers and types of targeted outreach that will overcome the barriers?	3
Does the proposal describe the process of due diligence when monitoring attitude, conduct and professionalism of employees who perform outreach and education activities on behalf of the DMHC and included in this Agreement?	2
Does the proposal include samples of consumer educational materials?	2
Does the proposal describe how the outreach will increase the consumer's awareness of DMHC services?	3
Task 3 - Working with the DMHC as a Community Partner	
Does the proposal include or describe consumer-friendly and efficient referral procedures for entities to use in referring enrollees to other organizations?	3

Does the proposal describe how the organization(s) will increase the number of Complaints and IMRs filed with the DMHC?	4
Task 4 - Training	
Does the proposal describe how the Contractor and subcontractors will be trained and conversant in consumer's health care protections, health plan grievance procedures, and services provided by DMHC, California Department of Insurance, Covered California, Coordinated Care Initiative and State and Federal entities? Does the Proposal include training about outreach, education and assistance activities contained in this Agreement?	4
Does the Proposal describe the process for training staff about the DMHC, the partnership established within this agreement, and the steps to increase community awareness about the partnership?	4
Task 5 - Materials and Training Development	
Does the proposal demonstrate the Organization's capacity and experience in developing and maintaining training materials for its in-service staff that encompass all facets of consumer assistance services?	4
Does the proposal demonstrate how trainings related to health plan grievance procedures, the DMHC Complaint and IMR process, health coverage and health care reform, customer service, conflict resolution, crisis de-escalation, interpersonal and problem solving skills, cultural and linguistic awareness, Limited English Proficiency (LEP) population awareness, and sensitivity awareness of the Medi-Cal population, including Seniors and Persons with Disabilities (SPD) as well as and dual eligibility?	3
Does the proposal demonstrate how a minimum of 20,000 collateral cards will be distributed each year to all subcontractor(s) or directly to community members within each county and how the Contractor will ensure all electronic and written information is consistent with State and Federal laws?	2
Task 6 - Data Collection and Reporting to the DMHC	
Does the proposal describe how the organization's data collection and reporting capabilities will meet data requirements as outlined?	5
Does the proposal describe a data quality assurance process?	5
Does the proposal describe whether the Contractor and subcontractors have the ability to report on call volumes and wait times by organizations, and report on all other data as outlined in this agreement?	4
Task 7 - Project Management	
Does the proposal demonstrate how the contractor will coordinate and collaborate with subcontractors if the proposal includes subcontractors?	3
Does the proposal contain a plan for managing all program and fiscal components of the project using generally accepted management and financial standards, and for ensuring that invoices for payment and activity reports are submitted on a timely basis (monthly) in a format designated by the DMHC?	3
Does the proposal describe a process for good communication and collaboration between the DMHC and the Contractor?	3

Task 8 - Evaluation	
Does the proposal describe current or past procedures or process that evaluated pertinent information relating to the program and gather client satisfaction surveys? If so, what information was evaluated?	3
C. <u>Geographic Reach (maximum 4 points)</u>	
Does the proposal provide services to each county throughout the region(s)?	4
D. <u>Language Capacity (maximum 5 points)</u>	
Does the proposal demonstrate how the Contractor and/or subcontractors will provide services in multiple languages? Does the proposal describe how the languages that are made available to consumers are determined?	5
E. <u>Project Personnel (maximum 5 points)</u>	
Do the résumés demonstrate the experience and knowledge needed to complete the tasks required?	5
Total Possible Points	100

Stage 3: Cost Proposal Evaluation and Scoring

The points for the Cost Proposal for each responsive Proposer shall first be adjusted before any of the preference programs for which they qualify and any DVBE incentive points. Refer to the links in Section G, Preference Programs, for information regarding preference programs and Section H, Disabled Veteran Business Enterprise (DVBE) Incentive Program on how DVBE incentive points are calculated.

- a. The proposal work plan offering the lowest total cost proposal shall receive the maximum 30 cost points.
- b. Cost points for the remaining proposal shall be determined by applying the following formula:

$$\frac{\text{Lowest Cost Proposal}}{\text{Other Cost Proposal}} = \text{Factor}$$

$$\text{Factor} \times 30 \text{ (max cost points)} = \text{Cost Points for Other Organization}$$

Example: Lowest Cost Proposal = \$75,000 divided by the other proposal: \$100,000 = 0.75

Result: 0.75 X 30 = 22.50 cost points awarded to other proposal

Final calculations shall result in numbers rounded to two decimal places.

Stage 4: Total Points Calculation

For all proposals achieving a passing score in Stage 2, the DMHC will combine the Organization's score earned in Stage 2 to the Proposer's cost points calculated in Stage 3 as follows:

$$\text{Total Points} = \text{Components Score} + \text{Cost Proposal Score}$$

Awards, if made, will be to the highest scored responsive proposal. In the event of a precise tie, the winner shall be determined by a coin toss. Affected organizations will be contacted to participate in the coin toss.

Evaluation Criteria	Maximum Possible Score
Components Evaluation (Stage 2)	100
Cost Proposal (Stage 3)	30
TOTAL POINTS	130
Preference Program(s) Points	
DVBE Incentive Points	
GRAND TOTAL POINTS	

10. Award and Protest

- a. Notice of the proposed award shall be posted in the DMHC lobby at 980 9th Street, Suite 500, Sacramento, CA 95814 for **five (5) days prior to award of the Agreement**.
- b. If any Proposer, prior to award of the Agreement, files a protest with the Department of Managed Health Care, 980 9th Street, Suite 500, Sacramento, CA 95814 and the Department of General Services, Office of Legal Services, 707 Third Street, 7th Floor, Suite 7-330, West Sacramento, CA 95605, on the grounds that the (protesting) Proposer would have been awarded the Agreement had the Department evaluated and scored their proposal as described in the RFP, the Agreement shall not be awarded until either the protest has been withdrawn or the Department of General Services has decided the matter. It is suggested that any protest be sent by certified or registered mail.
- c. Within five (5) days after filing the initial protest, the protesting Proposer shall file with the Department of General Services, Office of Legal Services and the Department of Managed Health Care a detailed statement specifying the grounds for the protest. The protest must be submitted to the address listed in item b, above.
- d. Upon resolution of the protest and award of the Agreement, Contractor must complete and submit the Payee Data Record (Std. 204 Form) to determine if the Contractor is subject to State income tax withholding pursuant to the California Revenue and Taxation Code Sections 18662 and 26131. This form is available at:
<http://www.dgs.ca.gov/dgs/ProgramsServices/Forms/FMC/search/resultsNumber.aspx?number=204>.

No payment shall be made unless a completed Std. 204 has been returned to the DMHC.

- e. Upon resolution of protest and award of an Agreement, the Contractor must sign and submit the Contractor Certification Clauses (CCC 307) which are available at:
<http://www.dgs.ca.gov/ols/Resources/StandardContractLanguage.aspx>.

11. Agreement Execution and Performance

- a. Performance shall start on the express date set by the DMHC and the Contractor, after all approvals have been obtained and the Agreement is fully executed. Should the Contractor fail to commence work at the agreed upon time, the DMHC, upon five (5) days written notice to the Contractor, reserves the right to terminate the Agreement.

- b. The State's General Terms and Conditions (GTC) are not negotiable. The DMHC does not accept alternate Agreement language from a Contractor. A proposal with such language will be considered a counter proposal and will be rejected. The GTC 610 may be viewed at <http://www.dgs.ca.gov/ols/Resources/StandardContractLanguage.aspx>. If you do not have internet access, a hard copy of the GTC can be provided by contacting the person identified within this solicitation.
- c. All performance under the Agreement shall be completed on or before the termination date of the Agreement.

G. PREFERENCE PROGRAMS

The standard agreement language for the preference programs applied to this RFP can be found at the Internet web sites listed below:

1. Small Business Preference - www.documents.dgs.ca.gov/pd/smallbus/sbregs.pdf.
2. Non-Small Business Subcontractor Preference - www.documents.dgs.ca.gov/pd/smallbus/sbregs.pdf.
3. Target Area Contract Preference Act (TACPA) - <http://www.documents.dgs.ca.gov/pd/poliproc/tacpapage.pdf>.

If applying for one of these preference programs, please be sure to complete and submit the required documents, which can be found at the above links.

H. DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) INCENTIVE PROGRAM

Note: The DVBE participation requirement has been waived; however, the DVBE Incentive Program will apply for this solicitation.

Under California Code of Regulations (CCR) Title 2, Section 1896.99.100, the California DVBE Incentive provides responsive and responsible firms the opportunity to receive additional incentive calculations. The incentive is applied at the time of solicitation evaluation when a proposing firm selects a California-certified DVBE subcontractor to provide services or commodities in support of the overall contract effort. Application of the DVBE Incentive may place the proposing firm in line for contract award.

The following are key elements of the DVBE Incentive Program:

1. The DVBE Incentive is applied during the evaluation process and is *only* applied to responsive proposals from responsible firms proposing the percentage(s) of DVBE participation for the incentive(s) specified in the solicitation.
2. The DVBE Incentive participation is optional and at the discretion of the proposing organization.
3. When requesting the Incentive Application, proposing organizations must complete and return the DVBE Incentive Application Request (Attachment 8) with their proposal at time of submission.
4. The Incentive is calculated by multiplying the solicitation's total points possible by the level of DVBE participation (%) identified by the proposing firm. This amount is then added to the proposer's total points to determine if they have the highest total score. Computation is for

evaluation purposes only and cannot be used to achieve any applicable minimum point requirements. (2 CCR 1896.99.100 (d))

5. Services or commodities provided by the DVBE firm MUST meet the definition of a “Commercially Useful Function” (CUF) as defined under Government Codes 14837(d)(4) and Military and Veterans Code 999(b)(5)(B). A DVBE firm not meeting CUF regulations will render the proposing firm ineligible for the DVBE Incentive application.
6. The DVBE Incentive application will be based on the Highest Total Score Method and follows the guidelines identified below:
 - a. The Incentives shall not exceed 5%, nor be less than 1% of the total possible points, not including points for socioeconomic incentives or preferences. (2 CCR 1896.99.120 (b))
 - b. Incentive points are included in the sum of non-cost points, and are based on amounts of participation.

SAMPLE: Using the incentive scale below (Display is for illustration purposes only.)

Confirmed DVBE Participation	Possible Points Calculation:
1% - 1.99% inclusive	1% X 100 = 1
2% - 2.99% inclusive	2% X 100 = 2
3% - 3.99% inclusive	3% X 100 = 3
4% - 4.99% inclusive	4% X 100 = 4
5% and Higher	5% X 100 = 5

SAMPLE RESULTS	PROPOSER A	PROPOSER B	PROPOSER C
Responsive/Responsible	Yes	Yes	Yes
Total Points	80	87	85
Eligible Preference	SB	None	SB
SB Preference Points Applied	4.35	0	4.35
Subtotal	84.35	87	89.35
Rank	3	2	1
Confirmed DVBE Participation	None (0%)	Yes (5%)	Yes (2%)
Incentive Points Applied	0	5	2
Adjusted Points	84.35	92	91.35
New Rank	3	1	2
Responsive/Responsible	Yes	Yes	Yes

c. Order of Evaluation

- i. Small Business Preference is calculated by multiplying the highest total points achieved by a Non-Small Business by 5% and adding the resulting calculation to the total points of the certified Small Business firm(s). In this sample, the calculation was based on 87 points x .05 resulting in 4.35 additional points added to the certified Small Businesses (A and C).
- ii. The DVBE Incentive points are factored by multiplying the DVBE participation (%) identified by the total possible points that could be awarded (100). This amount is then added to the firm's total points. In the sample above, Firm B had 5 additional points added (.05% x 100 total possible points) to their total points placing them first for award. Firm C received 2 Incentive points, but this was not enough to place them first for award).
- iii. Under the Highest Total Score Method, it is possible to displace a high point Certified Small Business with the Application of the DVBE Incentive.

I. ATTACHMENTS

ATTACHMENT 1

REQUIRED ATTACHMENT CHECK LIST

Proposer's Name: _____

A complete proposal package will consist of all required items listed in the RFP as well as those identified below. Place an "X" next to each Attachment that you are submitting to the State. For your proposal to be considered responsive, all Required Attachments must be submitted with this checklist on top.

Check List			
	<u>Attachment Number</u>	<u>Attachment Name/Description</u>	DMHC use only Confirmed
Required Attachments			
<input type="checkbox"/>	1	Required Attachment Check List	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	2	Proposal/Proposer Certification Sheet	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	3	Minimum Qualifications Certification	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	4	Cost Proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	5	Proposer References	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	6	Work Plan	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	9	Iran Contracting Act	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	10	CCC-307	<input type="checkbox"/> Yes <input type="checkbox"/> No
If Applicable			
<input type="checkbox"/> Yes or <input type="checkbox"/> N/A	7	Darfur Contracting Act Certification	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
<input type="checkbox"/> Yes or <input type="checkbox"/> N/A	8	DVBE Incentive Application Request	<input type="checkbox"/> Yes <input type="checkbox"/> N/A

ATTACHMENT 2
 (Page 1 of 2)

PROPOSAL/PROPOSER CERTIFICATION SHEET

This sheet must be signed and returned along with all the Required Attachments and must bear an original signature of someone authorized to bind your organization contractually.

The signature affixed hereon and dated certifies compliance with all the requirements of this proposal document. The signature below authorizes the verification of this certification.

An Unsigned Proposal/Proposer Certification Sheet May Be Cause for Rejection

1. Organization/Company Name	2. Telephone Number ()	2a. Fax Number ()
3. Address		
Indicate your organization type:		
4. <input type="checkbox"/> Sole Proprietorship	5. <input type="checkbox"/> Partnership	6. <input type="checkbox"/> Corporation
Indicate the applicable employee and/or corporation number:		
7. Federal Employee ID No. (FEIN)	8. California Corporation No.	
9. Indicate applicable license and/or certification information:		
10. Proposer's Name (Print)	11. Title	
12. Signature	13. Date	
14. Are you certified with the Department of General Services, Office of Small Business and Disabled Veteran Certification (OSDC) as:		
a. Small Business Enterprise Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, enter certification number: _____		
b. Disabled Veteran Business Enterprise Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, enter your service code below: _____		
NOTE: A copy of your Certification is required to be included if either of the above items is checked "Yes". Date application was submitted to OSDC, if an application is pending: _____		

ATTACHMENT 2
 (Page 2 of 2)

Completion Instructions for Proposal/Proposer Certification Sheet

Complete the numbered items on the Proposal/Proposer Certification Sheet by following the instructions below.

Item Numbers	Instructions
1, 2, 2a, 3	Must be completed. These items are self-explanatory.
4	Check if your firm is a sole proprietorship. A sole proprietorship is a form of business in which one person owns all the assets of the business in contrast to a partnership and corporation. The sole proprietor is solely liable for all the debts of the business.
5	Check if your firm is a partnership. A partnership is a voluntary agreement between two or more competent persons to place their money, effects, labor, and skill, or some or all of them in lawful commerce or business, with the understanding that there shall be a proportional sharing of the profits and losses between them. An association of two or more persons to carry on, as co-owners, a business for profit.
6	Check if your firm is a corporation. A corporation is an artificial person or legal entity created by or under the authority of the laws of a state or nation, composed, in some rare instances, of a single person and his successors, being the incumbents of a particular office, but ordinarily consisting of an association of numerous individuals.
7	Enter your Federal Employee Tax Identification Number.
8	Enter your corporation number assigned by the California Secretary of State's Office. This information is used for checking if a corporation is in good standing and qualified to conduct business in California.
9	Indicate applicable license and/or certification information that your firm possesses and that is required for the type of services being procured.
10, 11, 12, 13	Must be completed. These items are self-explanatory.
14	If certified as a Small Business Enterprise, place a check in the "yes" box, and enter your certification number on the line. If certified as a Disabled Veteran Business Enterprise, place a check in the "Yes" box and enter your service code on the line. If you are not certified, place a check in the "No" box. If your certification is pending, enter the date your application was submitted to OSDC.

ATTACHMENT 3

MINIMUM QUALIFICATIONS CERTIFICATION

The Proposer must substantiate that it satisfies each of the minimum qualifications, to DMHC's satisfaction, to be given further consideration for a contract award. The statement must contain sufficient information as prescribed to assure DMHC of its accuracy. Failure to provide complete information, based on DMHC's sole judgment, will result in the immediate rejection of the bid.

Please indicate the page number where documentation for each Minimum Qualification is located in the proposal.

Qualification	Included in Proposal	Documentation can be found on:
1. Documented history of having been in business in the targeted areas throughout California (Figure 1 on page 2) for a minimum of five (5) years.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Page _____
2. Documentation of the non-profit, corporate status of the organization, i.e., incorporated as a 501(c)(3) organization.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Page _____
3. Documentation that the Proposer is in good standing and qualified to conduct business in California.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Page _____
4. Documentation of financial support from other funding sources, excluding in-kind resources. (This contract should supplement existing funds and represent no more than 25 percent of the total budget of the lead contract. If the Proposer wishes to go above this threshold, a justification must be provided).	<input type="checkbox"/> Yes <input type="checkbox"/> No	Page _____
5. Demonstrated experience for a minimum of three (3) years, in providing direct consumer assistance services relative to health coverage and health insurance throughout California for which the organization is submitting a proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Page _____

 Proposer's Authorized Signature

 Print Name

 Title

 Date

ATTACHMENT 4

COST PROPOSAL

Proposers must submit their justification for the weighted hourly rate in the format prescribed below. The Cost Proposal must list an all-inclusive Blended Hourly Rate for each classification that will be billed for contracted services throughout the term of the Agreement and any extensions. The Total Weighted Hourly Rate will be used to determine the Proposers total Agency costs. **PLEASE ROUND THE “WEIGHTED PER HOUR” RATE FOR EACH CLASSIFICATION AND TOTAL WEIGHTED HOURLY RATE TO THE NEAREST TWO (2) DECIMAL PLACES (i.e., \$10.536 SHOULD BE NOTED AS \$10.54).**

All costs shall not exceed the budgeted amount.

Proposers may modify position/classification titles as applicable.

- A. Partner/Principal and Manager \$_____ per hour X _____% of project time = \$_____ weighted per hour
- B. Senior Staff \$_____ per hour X _____% of project time = \$_____ weighted per hour
- C. Journey Level Staff \$_____ per hour X _____% of project time = \$_____ weighted per hour
- D. Administrative Staff \$_____ per hour X _____% of project time = \$_____ weighted per hour

Total % of project time of (A+B+C+D) should equal 100%

Total Weighted Hourly Rate for Firm \$_____ (E)
(A+B+C+D)=E

Total hours for project (F) _____ (F)

Total Staff Costs (E X F) \$_____

Operating Costs

These costs may include expenses such as travel, printing and subcontracting to be incurred for all contracted services mentioned in Section E, Scope of Work and should be itemized and listed below. Any travel shall be at rates not to exceed those amounts paid to the State’s non-represented employees under current State Department of Human Resources rules and shall be supported with receipts.

List cost \$_____

Total Operating Costs \$_____

Grand Total Project Costs \$_____

Any reimbursement for necessary travel and per diem shall be in addition to the blended hourly rate, and shall be at rates not to exceed the State rates and will abide by CalHR guidelines. All travel to be reimbursement by DMHC must be submitted on a STD. 262 form and be supported by receipts. All rates can be found at: <http://www.calhr.ca.gov/employees/pages/travel-reimbursements.aspx>.

ATTACHMENT 5

PROPOSER REFERENCES

Submission of this attachment is Mandatory. **Failure to complete and return this attachment with your proposal will cause your proposal to be rejected and deemed nonresponsive.**

List below three (3) references or more for organizations for which proposing firm performed similar type of work as specified in Section E, Scope of Work, within the last five (5) years.

REFERENCE 1			
Name of Firm			
Street Address	City	State	Zip Code
Contact Person		Telephone Number	
Dates of Service		Value or Cost of Service	
Brief Description of Service Provided			

REFERENCE 2			
Name of Firm			
Street Address	City	State	Zip Code
Contact Person		Telephone Number	
Dates of Service		Value or Cost of Service	
Brief Description of Service Provided			

REFERENCE 3			
Name of Firm			
Street Address	City	State	Zip Code
Contact Person		Telephone Number	
Dates of Service		Value or Cost of Service	
Brief Description of Service Provided			

ATTACHMENT 6

WORK PLAN

Please refer to Section F.5, Work Plan Format and Requirements, for specific instructions.

ATTACHMENT 7

DARFUR CONTRACTING ACT CERTIFICATION

Public Contract Code Sections 10475 -10481 applies to any company that currently or within the previous three years has had business activities or other operations outside of the United States. For such a company to bid on or submit a proposal for a State of California contract, the company must certify that it is either a) not a scrutinized company; or b) a scrutinized company that has been granted permission by the Department of General Services to submit a proposal.

If your company has not, within the previous three years, had any business activities or other operations outside of the United States, you do **not** need to complete this form.

OPTION #1 - CERTIFICATION

If your company, within the previous three years, has had business activities or other operations outside of the United States, in order to be eligible to submit a bid or proposal, please insert your company name and Federal ID Number and complete the certification below.

I, the official named below, CERTIFY UNDER PENALTY OF PERJURY that a) the prospective Proposer/Bidder named below is **not** a scrutinized company per Public Contract Code 10476; and b) I am duly authorized to legally bind the prospective Proposer/Bidder named below. This certification is made under the laws of the State of California.

<i>Company/Vendor Name (Printed)</i>	<i>Federal ID Number</i>
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	
<i>Date Executed</i>	<i>Executed in the County and State of</i>

OPTION #2 - WRITTEN PERMISSION FROM DGS

Pursuant to Public Contract Code section 10477(b), the Director of the Department of General Services may permit a scrutinized company, on a case-by-case basis, to bid on or submit a proposal for a contract with a State agency for goods or services, if it is in the best interests of the State. If you are a scrutinized company that has obtained written permission from the DGS to submit a bid or proposal, complete the information below.

We are a scrutinized company as defined in Public Contract Code section 10476, but we have received written permission from the Department of General Services to submit a bid or proposal pursuant to Public Contract Code section 10477(b). A copy of the written permission from DGS is included with our bid or proposal.

<i>Company/Vendor Name (Printed)</i>	<i>Federal ID Number</i>
<i>Initials of Submitter</i>	
<i>Printed Name and Title of Person Initialing</i>	

ATTACHMENT 8

DVBE INCENTIVE APPLICATION REQUEST

Under the DVBE Incentive Regulations, CCR Title 2, Section 1896.99.100, I request the application of the DVBE Program Incentive to RFP 16MC-SA011 to determine if my firm may be in line for bid award.

- a. I understand that the DVBE Incentive application will be applied using the “Low Cost Method” and cannot be used to achieve any applicable minimum point requirements.
- b. I understand the DVBE firm(s) selected must provide a “Commercially Useful Function” as required under Government Codes 14837(d)(4) and Military and Veterans Code 999(b)(5)(B).
- c. I understand I will be required to report my firm’s DVBE activities quarterly to the DMHC Contract Unit.
- d. I understand that subsequent amendments to the Agreement may require continued use of the identified DVBE firm if that contract amendment adds additional funding for continued services.
- e. As the Proposing firm, I identify the following percentage of DVBE participation for this solicitation: ____ percent.

SECTION A - PROPOSING FIRM INFORMATION		
Firm Name:		
Firm Representative:		Title:
Firm Address:		
City:	State:	Zip:
Firm Telephone:		
Firm Email Contact:		

SECTION B - PROPOSED DVBE FIRM		
DVBE Firm Name:		
Firm Representative:		Title:
Firm Address:		
City:	State:	Zip:
Firm Telephone:		Firm Fax:
Firm Email Contact:		
DVBE Certification:	DGS OSDS No.:	Date of Expiration:
Services to be Performed:		

Proposer Instructions:

1. Complete information in Section A.
2. Fax this form to DVBE firm(s) to complete Section B.
3. Instruct the DVBE firm(s) to provide a copy of their DGS Office of Small and DVBE Services Certification.
4. This form must be included with your proposal to be considered for the DVBE Incentive application.

ATTACHMENT 9

IRAN CONTRACTING ACT
 (Public Contract Code sections 2202-2008)

Prior to bidding on, submitting a proposal or executing a contract or renewal for a State of California contract for goods or services of \$1,000,000 or more, a vendor must either: a) certify it is **not** on the current list of persons engaged in investment activities in Iran created by the California Department of General Services (“DGS”) pursuant to Public Contract Code section 2203(b) and is not a financial institution extending twenty million dollars (\$20,000,000) or more in credit to another person, for 45 days or more, if that other person will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS; or b) demonstrate it has been exempted from the certification requirement for that solicitation or contract pursuant to Public Contract Code section 2203(c) or (d).

To comply with this requirement, please insert your company/vendor name and Federal ID Number (if available) and complete **one** of the options below. Please note: California law establishes penalties for providing false certifications, including civil penalties equal to the greater of \$250,000 or twice the amount of the contract for which the false certification was made; contract termination; and three-year ineligibility to bid on contracts. (Public Contract Code section 2205.)

OPTION #1 - CERTIFICATION

I, the official named below, certify I am duly authorized to execute this certification on behalf of the vendor/financial institution identified below, and the vendor/financial institution identified below is **not** on the current list of persons engaged in investment activities in Iran created by DGS and is not a financial institution extending twenty million dollars (\$20,000,000) or more in credit to another person/vendor, for 45 days or more, if that other person/vendor will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS.

<i>/Vendor Name/Financial Institution (Printed)</i>	<i>Federal ID Number (or n/a)</i>
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	
<i>Date Executed</i>	<i>Executed in the County and State of</i>

OPTION #2 – EXEMPTION

Pursuant to Public Contract Code sections 2203(c) and (d), a public entity may permit a vendor/financial institution engaged in investment activities in Iran, on a case-by-case basis, to be eligible for, or to bid on, submit a proposal for, or enter into or renew, a contract for goods and services.

If you have obtained an exemption from the certification requirement under the Iran Contracting Act, please fill out the information below, and attach documentation demonstrating the exemption approval.

<i>/Vendor Name/Financial Institution (Printed)</i>	<i>Federal ID Number (or n/a)</i>
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	

ATTACHMENT 10
 (Page 1 of 4)

CCC-307 CERTIFICATION

I, the official named below, CERTIFY UNDER PENALTY OF PERJURY that I am duly authorized to legally bind the prospective Contractor to the clause(s) listed below. This certification is made under the laws of the State of California.

Contractor/Bidder Firm Name (Printed)	Federal ID Number
By (Authorized Signature)	
Printed Name and Title of Person Signing	
Date Executed	Executed in the County of

CONTRACTOR CERTIFICATION CLAUSES

1. **STATEMENT OF COMPLIANCE:** Contractor has, unless exempted, complied with the nondiscrimination program requirements. (Gov. Code §12990 (a-f) and CCR, Title 2, Section 8103) (Not applicable to public entities.)

2. **DRUG-FREE WORKPLACE REQUIREMENTS:** Contractor will comply with the requirements of the Drug-Free Workplace Act of 1990 and will provide a drug-free workplace by taking the following actions:
 - a. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations.

 - b. Establish a Drug-Free Awareness Program to inform employees about:
 - 1) the dangers of drug abuse in the workplace;
 - 2) the person's or organization's policy of maintaining a drug-free workplace;
 - 3) any available counseling, rehabilitation and employee assistance programs; and,
 - 4) penalties that may be imposed upon employees for drug abuse violations.

 - c. Every employee who works on the proposed Agreement will:
 - 1) receive a copy of the company's drug-free workplace policy statement; and,
 - 2) agree to abide by the terms of the company's statement as a condition of employment on the Agreement.

ATTACHMENT 10
(Page 2 of 4)

Failure to comply with these requirements may result in suspension of payments under the Agreement or termination of the Agreement or both and Contractor may be ineligible for award of any future State agreements if the department determines that any of the following has occurred: the Contractor has made false certification, or violated the certification by failing to carry out the requirements as noted above. (Gov. Code §8350 et seq.)

3. NATIONAL LABOR RELATIONS BOARD CERTIFICATION: Contractor certifies that no more than one (1) final unappealable finding of contempt of court by a Federal court has been issued against Contractor within the immediately preceding two-year period because of Contractor's failure to comply with an order of a Federal court, which orders Contractor to comply with an order of the National Labor Relations Board. (Pub. Contract Code §10296) (Not applicable to public entities.)
4. CONTRACTS FOR LEGAL SERVICES \$50,000 OR MORE- PRO BONO REQUIREMENT: Contractor hereby certifies that contractor will comply with the requirements of Section 6072 of the Business and Professions Code, effective January 1, 2003.

Contractor agrees to make a good faith effort to provide a minimum number of hours of pro bono legal services during each year of the contract equal to the lesser of 30 multiplied by the number of full time attorneys in the firm's offices in the State, with the number of hours prorated on an actual day basis for any contract period of less than a full year or 10% of its contract with the State.

Failure to make a good faith effort may be cause for non-renewal of a State contract for legal services, and may be taken into account when determining the award of future contracts with the State for legal services.

5. EXPATRIATE CORPORATIONS: Contractor hereby declares that it is not an expatriate corporation or subsidiary of an expatriate corporation within the meaning of Public Contract Code Section 10286 and 10286.1, and is eligible to contract with the State of California.
6. SWEATFREE CODE OF CONDUCT:
 - a. All Contractors contracting for the procurement or laundering of apparel, garments or corresponding accessories, or the procurement of equipment, materials, or supplies, other than procurement related to a public works contract, declare under penalty of perjury that no apparel, garments or corresponding accessories, equipment, materials, or supplies furnished to the State pursuant to the contract have been laundered or produced in whole or in part by sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor or exploitation of children in sweatshop labor, or with the benefit of sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor or exploitation of children in sweatshop labor. The contractor further declares under penalty of perjury that they adhere to the Sweatfree Code of Conduct as set forth on the California Department of Industrial Relations website located at www.dir.ca.gov, and Public Contract Code Section 6108.
 - b. The contractor agrees to cooperate fully in providing reasonable access to the contractor's records, documents, agents or employees, or premises if reasonably required by authorized officials of the contracting agency, the Department of Industrial Relations, or the Department of Justice to determine the contractor's compliance with the requirements under paragraph (a).
7. DOMESTIC PARTNERS: For contracts over \$100,000 executed or amended after January 1, 2007, the contractor certifies that contractor is in compliance with Public Contract Code section 10295.3.

ATTACHMENT 10
(Page 3 of 4)

DOING BUSINESS WITH THE STATE OF CALIFORNIA

The following laws apply to persons or entities doing business with the State of California.

1. **CONFLICT OF INTEREST:** Contractor needs to be aware of the following provisions regarding current or former State employees. If Contractor has any questions on the status of any person rendering services or involved with the Agreement, the awarding agency must be contacted immediately for clarification.

Current State Employees (Pub. Contract Code §10410):

- 1). No officer or employee shall engage in any employment, activity or enterprise from which the officer or employee receives compensation or has a financial interest and which is sponsored or funded by any State agency, unless the employment, activity or enterprise is required as a condition of regular State employment.
- 2). No officer or employee shall contract on his or her own behalf as an independent contractor with any State agency to provide goods or services.

Former State Employees (Pub. Contract Code §10411):

- 1). For the two-year period from the date he or she left State employment, no former State officer or employee may enter into a contract in which he or she engaged in any of the negotiations, transactions, planning, arrangements or any part of the decision-making process relevant to the contract while employed in any capacity by any State agency.
- 2). For the twelve-month period from the date he or she left State employment, no former State officer or employee may enter into a contract with any State agency if he or she was employed by that State agency in a policy-making position in the same general subject area as the proposed contract within the 12-month period prior to his or her leaving State service.

If Contractor violates any provisions of above paragraphs, such action by Contractor shall render this Agreement void. (Pub. Contract Code §10420)

Members of boards and commissions are exempt from this section if they do not receive payment other than payment of each meeting of the board or commission, payment for preparatory time and payment for per diem. (Pub. Contract Code §10430 (e))

2. **LABOR CODE/WORKERS' COMPENSATION:** Contractor needs to be aware of the provisions which require every employer to be insured against liability for Worker's Compensation or to undertake self-insurance in accordance with the provisions, and Contractor affirms to comply with such provisions before commencing the performance of the work of this Agreement. (Labor Code Section 3700)
3. **AMERICANS WITH DISABILITIES ACT:** Contractor assures the State that it complies with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines issued pursuant to the ADA. (42 U.S.C. 12101 et seq.)
4. **CONTRACTOR NAME CHANGE:** An amendment is required to change the Contractor's name as listed on this Agreement. Upon receipt of legal documentation of the name change the State will process the amendment. Payment of invoices presented with a new name cannot be paid prior to approval of said amendment.

ATTACHMENT 10
(Page 4 of 4)

5. CORPORATE QUALIFICATIONS TO DO BUSINESS IN CALIFORNIA:
 - a. When agreements are to be performed in the State by corporations, the contracting agencies will be verifying that the contractor is currently qualified to do business in California in order to ensure that all obligations due to the State are fulfilled.
 - b. "Doing business" is defined in R&TC Section 23101 as actively engaging in any transaction for the purpose of financial or pecuniary gain or profit. Although there are some statutory exceptions to taxation, rarely will a corporate contractor performing within the State not be subject to the franchise tax.
 - c. Both domestic and foreign corporations (those incorporated outside of California) must be in good standing in order to be qualified to do business in California. Agencies will determine whether a corporation is in good standing by calling the Office of the Secretary of State.
6. RESOLUTION: A county, city, district, or other local public body must provide the State with a copy of a resolution, order, motion, or ordinance of the local governing body which by law has authority to enter into an agreement, authorizing execution of the agreement.
7. AIR OR WATER POLLUTION VIOLATION: Under the State laws, the Contractor shall not be: (1) in violation of any order or resolution not subject to review promulgated by the State Air Resources Board or an air pollution control district; (2) subject to cease and desist order not subject to review issued pursuant to Section 13301 of the Water Code for violation of waste discharge requirements or discharge prohibitions; or (3) finally determined to be in violation of provisions of Federal law relating to air or water pollution.
8. PAYEE DATA RECORD FORM STD. 204: This form must be completed by all contractors that are not another State agency or other governmental entity.

J. SAMPLE AGREEMENT

STATE OF CALIFORNIA
STANDARD AGREEMENT
 STD 213 (Rev 06/03)

AGREEMENT NUMBER 16MC-SA011
REGISTRATION NUMBER

1. This Agreement is entered into between the State Agency and the Contractor named below:

STATE AGENCY'S NAME
Department of Managed Health Care

CONTRACTOR'S NAME
2. The term of this Agreement is:

3. The maximum amount of this Agreement is: **\$ 2,500,000**

4. The parties agree to comply with the terms and conditions of the following Exhibits, which are by this reference made a part of the Agreement.

Exhibit A - Statement of Work	x Pages
Exhibit B - Budget Detail and Payment Provisions	x Pages
Exhibit C*- General Terms and Conditions	GTC 610
Exhibit D - Special Terms and Conditions	x Pages
Exhibit E - Information Security, Integrity and Confidentiality Terms and Conditions	4 Pages
Attachment I. Information Security and Confidentiality Statement (for Contractors)	2 Pages
Attachment II. Information Security and Confidentiality Statement (Employees, Agents & subcontractors)	1 Page
Attachment III. Information Security Incident Report (for Contractors)	3 Pages
Exhibit F - Résumés	x Pages
Exhibit G - HIPPA Business Associate Addendum	13 Pages

Items shown with an Asterisk (), are hereby incorporated by reference and made part of this Agreement as if attached hereto. These documents can be viewed at <http://www.dgs.ca.gov/ols/Resources/StandardContractLanguage.aspx>*

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR	<i>California Department of General Services Use Only</i>	
<small>CONTRACTOR'S NAME (if other than an individual, state whether a corporation, partnership, etc.)</small>		
<small>BY (Authorized Signature)</small>		<small>DATE SIGNED(Do not type)</small>
<small>PRINTED NAME AND TITLE OF PERSON SIGNING</small>		
<small>ADDRESS</small>		
STATE OF CALIFORNIA		
<small>AGENCY NAME</small>		
Department of Managed Health Care		
<small>BY (Authorized Signature)</small>		<small>DATE SIGNED(Do not type)</small>
<small>PRINTED NAME AND TITLE OF PERSON SIGNING</small>		
Teresa Gonzales, Acting Deputy Director, Administrative Services		
<small>ADDRESS</small>		
980 9th Street, Suite 500, Sacramento, CA 95814		

Exempt per:

**EXHIBIT A
 SCOPE OF WORK**

1. BACKGROUND

(Provide the context for the need for the services: Federal grant, regulation or statute that requires the services or the need for an amendment, etc...)

2. SERVICE OVERVIEW

The Contractor, _____ agrees to provide to the Department of Managed Health Care (DMHC) _____ **(type of service)** as described herein:

*(Service Types: consulting, services, legal, expert witness, etc.)
 (Give a brief overview of services to be provided)*

3. SERVICE LOCATION AND HOURS *(as necessary)*

The services shall be performed at _____ **(location)**.

(This can be a geographical location, city/county, contractor's place of business, State department, etc...)

The services shall be provided during **(time frame, i.e.- working hours, 8am-5pm Monday-Friday except State holidays)**.

4. CONTRACT TERM

The term of this contract is _____ **(Month/Day/Year)** through _____ **(Month/Day/Year)**

5. CONTRACT MANAGERS

The Contract Managers during the term of this Agreement will be:

Department of Managed Health Care	Contractor Name:
Division/Unit	Division/Unit:
Name:	Name:
Address: 980 9 th Street, Suite 500 Sacramento, CA 95814	Address:
Phone:	Phone:
Fax:	Fax:
E-mail: Jane.Smith@dmhc.ca.gov	E-mail: John.Doe@Contractor.com

The parties may change their Contract Manager upon providing ten (10) days written notice to the other party. Said changes shall not require an amendment to this Agreement.

6. ADMINISTRATIVE REQUIREMENTS

Contractor agrees to complete the Administrative Requirements outlined in *Exhibit D* – Additional Provisions, *Item 5 or 12*.

7. SERVICES TO BE PERFORMED

This is a deliverable based contract and payment will be provided upon delivery and acceptance of the Tasks outlined below.

A. SERVICES:

Task 1: *List Task*

Task 2: *List Task*

Task 3: *List Task*

Task 4: *List Task*

B. CONTRACTOR'S RESPONSIBILITIES:

1. *List responsibilities*

2. *List responsibilities*

3. *List responsibilities*

4. *List responsibilities*

C. DMHC'S RESPONSIBILITIES:

1. *List responsibilities*

2. *List responsibilities*

3. *List responsibilities*

4. *List responsibilities*

EXHIBIT B
BUDGET DETAIL AND PAYMENT PROVISIONS

1. INVOICING AND PAYMENT

- A. For services satisfactorily rendered, and upon receipt of detailed invoices, the State agrees to compensate the Contractor for actual authorized expenditures incurred in accordance with the rates specified herein, which is attached hereto and made a part of this Agreement.
- B. Invoices shall include the DMHC Agreement Number and dates services were performed, and shall be submitted in duplicate not more frequently than monthly in arrears to:

Department of Managed Health Care
Accounting Office
980 9th Street, Suite 500
Sacramento, CA 95814

- C. In addition to the DMHC Agreement Number, invoices shall contain the following information:
 - 1. Service period covered;
 - 2. Detailed description of services provided. Each activity must be identified by date performed and the number of hours worked on each activity. In addition and as applicable:
 - a. Identify specific deliverable, task or service outlined in SOW;
 - b. Number of hours billed for each activity based upon rounding to the nearest quarter hour increment;
 - c. Name of individual performing service and their hourly billing rate;
 - d. Meeting topics and names of participants;
 - e. Case names;
 - f. Change Request numbers;
 - g. Receipts for any costs requesting reimbursement such as travel, meals and lodging.

The DMHC reserves the right to return invoices that do not include this level of detail.

Subject to the terms of this Agreement, reimbursement may only be sought for those costs and/or cost categories expressly identified as allowable in this Agreement and approved by DMHC.

All final invoices must be submitted within 30 days of contract completion or termination.

2. BUDGET CONTINGENCY CLAUSE

- A. It is mutually agreed that if the Budget Act of the current year and/or any subsequent years covered under this Agreement does not appropriate sufficient funds for the program, this Agreement shall be of no further force and effect. In this event, the State shall have no liability to pay any funds whatsoever to Contractor or to furnish any other considerations under this Agreement and Contractor shall not be obligated to perform any provisions of this Agreement.
- B. If funding for any fiscal year is reduced or deleted by the Budget Act for purposes of this program, the State shall have the option to either cancel this Agreement with no liability occurring to the State, or offer an Agreement amendment to Contractor to reflect the reduced amount.

3. PROMPT PAYMENT CLAUSE

Payment will be made in accordance with, and within the time specified in, Government Code Chapter 4.5, commencing with Section 927.

4. FEDERAL CONTRACT FUNDS

- A. It is mutually understood between the parties that this Agreement may have been written before ascertaining the availability of congressional appropriation of funds, for the mutual benefit of both parties, in order to avoid program and fiscal delays which would occur if the Agreement were executed after that determination was made.
- B. This Agreement is valid and enforceable only if sufficient funds are made available to the DMHC by the United States Government for the fiscal years covered by the term of this Agreement. In addition, this Agreement is subject to any additional restrictions, limitations, or conditions enacted by the Congress or any statute enacted by the Congress, which may affect the provisions, terms or funding of this Agreement in any manner.
- C. It is mutually agreed that if the Congress does not appropriate sufficient funds for the program, this Agreement shall be amended to reflect any reduction in funds.
- D. The DMHC has the option to invalidate or cancel the Agreement with 30-days advance written notice or to amend the Agreement to reflect any reduction in funds.

5. BUDGET

- A. The total amount for this Agreement for duties specified under "EXHIBIT A, ITEM #5 BACKGROUND AND SERVICES TO BE PERFORMED" shall not exceed \$ 2,500,000.
- B. Movement of funds between line items is permissible as long as it does not exceed the total budgeted amount and with approval of the DMHC Contract Manager.

EXHIBIT C
GENERAL TERMS AND CONDITIONS

General Terms and Conditions can be viewed online at:
<http://www.dgs.ca.gov/ols/Resources/StandardContractLanguage.aspx>.

EXHIBIT D
SPECIAL TERMS AND CONDITIONS

1. RESOLUTION OF DISPUTES

Notwithstanding the General Terms and Conditions (Exhibit C), and in compliance with Public Contract Code 10381, DMHC adds:

The Contractor should first discuss the problem informally with the Department of Managed Health Care (DMHC) Contract Manager. If the problem cannot be resolved at this stage, the Contractor must direct the grievance together with any evidence, in writing, to the DMHC program Section Chief. The grievance must state the issues in dispute, the legal authority or other basis for the Contractor's position and the remedy sought. The program Section Chief must make a determination on the problem within ten (10) working days after receipt of the written communication from the Contractor. The program Section Chief shall respond in writing to the Contractor indicating the decision and reasons therefore. Should the Contractor disagree with the program Section Chief's decision, the Contractor may appeal to the next level.

The Contractor must prepare a letter indicating why the program Section Chief's decision is unacceptable, attaching to it the Contractor's original statement of the dispute with supporting documents along with a copy of the program Section Chief's response. This letter shall be sent to the DMHC Deputy Director or designee in which the Section is organized within ten (10) working days from receipt of the program Section Chief's decision. The Deputy Director or designee shall meet with the Contractor to review the issues raised. A written decision signed by the Deputy Director or designee shall be returned to the Contractor within twenty (20) working days of receipt of the Contractor's letter.

Authority to terminate performance under the terms of this Agreement is not subject to appeal under this section. All other issues including, but not limited to, the amount of any equitable adjustment and the amount of any compensation or reimbursement that should be paid to the Contractor shall be subject to the disputes process under this section. (Public Contract Code (PCC) Sections 10240.5, 10381, 22200, et seq.)

2. RIGHTS IN DATA

The Contractor agrees that all data, plans, drawings, specifications, reports, computer programs, operating manuals, notes, and other written or graphic work produced in the performance of this Agreement are subject to the rights of the State as set forth in this section. The State shall have the right to reproduce, publish, and use all such work, or any part thereof, in any manner and for any purposes whatsoever and to authorize others to do so, on its behalf. If any Deliverable Work set forth in the Scope of Work is copyrightable, the Contractor, through this Agreement transfers ownership of that copyright to the State, and the State may, as an illustration but not a limitation, reproduce, publish, and use such work, or any part thereof, and authorize others to do so (40 CFR 31.34, 31.36). The State grants the Contractor a royalty-free, nonexclusive, nontransferable, irrevocable license to reproduce, publish and prepare derivative works of the copyrightable work, for noncommercial research and noncommercial educational purposes.

Any material that does not conform to the requirements of this Agreement may be rejected by the State at its discretion. Notice of such a rejection shall be given to the Contractor by the State within ten (10) days of receipt of the materials, and final payment shall not be made for such material until substantial compliance has been obtained within the time and manner determined by the State.

3. CONTRACTOR'S RIGHTS AND OBLIGATIONS

Public Contract Code Sections 10335-10381 contain language describing the Contractor's duties, obligations, and rights under this Agreement. By signing this Agreement, the Contractor certifies

that he or she has been fully informed regarding these provisions of the Public Contract Code.

As required by Public Contract Code Section 10371(e)(2), résumés attached hereto and by this reference are incorporated herein.

4. CONTRACTOR EVALUATION

The Contractor's performance under this Agreement shall be evaluated within sixty (60) days after completion. For this purpose a form designated by the Department of General Services (the "Contract/Contractor Evaluation," Form STD. 4) shall be used. Post-evaluations shall remain on file for a period of thirty-six (36) months. If the Contractor did not satisfactorily perform the work or service specified in the Agreement, Contract Manager shall place one copy of the evaluation form in the Agreement file and send one copy of the form to the Department of General Services within five (5) working days of the completion of the evaluation. Upon filing an unsatisfactory evaluation with the Department of General Services, the Contract Manager shall notify and send a copy of the evaluation to the Contractor within fifteen (15) days. The Contractor shall have thirty (30) days to prepare and send statement to the Contract Manager and the Department of General Services defending his or her performance under the Agreement. The Contractor's statement shall be filed with the evaluation in the Contract Manager's file and at the Department of General Services. (PCC 10369)

5. DISCLOSURE REQUIREMENTS

The Contractor shall acknowledge the support of DMHC when publicizing the work performed under this Agreement. Materials developed with contract funds shall contain an acknowledgement of the use of State funds in the development of materials and a disclaimer that the contents do not necessarily reflect the position or policy of DMHC.

If the Contractor or subcontractor(s) are required to prepare multiple documents or written reports, the disclosure statement may also contain a statement indicating that the total Agreement amount represents compensation for multiple documents or written reports.

The Contractor shall include in each of its subcontracts for work under this Agreement a provision which incorporates the requirements stated within this Section.

6. LICENSES AND PERMITS

The Contractor shall be an individual or firm licensed to do business in California and shall obtain at his/her expense all license(s) and permit(s) required by law for accomplishing any work required in connection with this Agreement.

If you are a Contractor located within the state of California, a business license from the city/county in which you are headquartered is necessary and must be submitted. However, if you are a corporation, a copy of your incorporation documents/letter from the Secretary of State's Office can be submitted. If you are a Contractor outside the state of California, you will need to submit a copy of your business license or incorporation papers for your respective state showing that your company is in good standing in that state.

In the event any license expires at any time during the term of this Agreement, the Contractor agrees to provide the State with a copy of the renewed license within 30 days following the expiration date. In the event the Contractor fails to keep in effect at all times all required license(s) and permit(s), the State may, in addition to any other remedies it may have, terminate this Agreement upon occurrence of such event.

7. TRAVEL AND PER DIEM

All DMHC reimbursement for necessary travel and per diem will not exceed State rates and will abide by CalHR guidelines. All out-of-state travel by the Contractor for purposes of this

Agreement must have prior written approval by the DMHC Contract Manager specified in this Agreement. The Contractor must include a completed STD 262 form, with receipts, when submitting invoices to the Accounting Office. All rates can be found at: <http://www.calhr.ca.gov/employees/pages/travel-reimbursements.aspx>.

8. INSURANCE REQUIREMENTS

When the Contractor submits a signed Agreement to the State, if DMHC requests, the Contractor shall furnish a certificate of insurance, stating that there is liability insurance presently in effect of not less than \$2,000,000 per occurrence for bodily injury and property damage liability combined.

The Certificate of Insurance will include provisions a, b, and c in their entirety:

- a. The insurer will not cancel insured's coverage without 30 days prior written notice to the state.
- b. The State of California, its officers, agents, employees, and servants are included as additional insureds, but only insofar as operations under this Agreement are concerned.
- c. The State will not be responsible for any premiums or assessments on the policy. The Contractor agrees that the bodily injury liability insurance herein provided for shall be in effect at all times during the term of this Agreement. In the event said insurance coverage expires at any time during the term of this Agreement, the Contractor agrees to provide at least 30 days prior to said expiration date, a new certificate of insurance evidencing insurance coverage as provided for herein for not less than the remainder of the term of the Agreement, or for a period of not less than one year. New certificates or insurance are subject to the approval of the Department of General Services and the Contractor agrees that no work or services shall be performed prior to the giving of such approval. In the event the Contractor fails to keep in effect at all times insurance coverage as herein provided, the State may, in addition to other remedies it may have, terminate this Agreement upon occurrence of such event.

The State will not provide for nor compensate the Contractor for any insurance premiums or costs for any type or amount of insurance.

Automobile Liability

The Contractor shall maintain commercial auto liability insurance with limits not less than \$1,000,000 per accident. Such insurance shall cover liability arising out of a motor vehicle including owned, hired and non-owned motor vehicles. Should the scope of the Agreement involve transportation of hazardous materials, an MCS-90 endorsement is required.

Commercial General Liability

The Contractor, along with any of its subcontractors engaged to perform work pursuant to this Agreement, shall maintain Commercial Liability insurance with limits of at least \$2,000,000 covering any damages caused by an error, omission, or negligent act of the Contractor in connection with the work provided such claims arise during the period commencing upon the preparation of the project work documents and ending 5 years following substantial completion.

Workers' Compensation

The Contractor certifies and is aware of the provisions of Section 3700 of the Labor Code which requires every employer to be insured against liability for Workers' Compensation or to undertake self-insurance in accordance with the provisions of that Code and the Contractor agrees to comply with such provisions before commencing performance of the work of this Agreement.

By signing this Agreement, the Contractor hereby warrants that it carries Workers' Compensation insurance on all of its employees who will be engaged in the performance of this Agreement. If staff provided by the Contractor are defined as independent Contractors, this clause does not apply.

9. TERMINATION WITHOUT CAUSE

Notwithstanding GTC termination clause, DMHC adds the following:

The DMHC may terminate this Agreement for any or no reason whatsoever, upon giving the Contractor thirty (30) calendar days prior written notice.

Any termination shall be effected by written notice to the Contractor, either hand-delivered to the Contractor or sent certified mail, return receipt requested. The notice of termination shall specify the effective date of termination.

Upon receipt of notice of termination, and except as otherwise directed in the notice, the Contractor shall:

- (a) Stop work on the date specified in the notice;
- (b) Place no further orders or enter into any further subcontracts for materials, services or facilities except as necessary to complete work under the Agreement up to effective date of termination;
- (c) Terminate all orders and subcontracts;
- (d) Promptly take all other reasonable and feasible steps to minimize any additional cost, loss, or expenditure associated with work terminated, including, but not limited to reasonable settlement of all outstanding liability and claims arising out of termination of orders and subcontracts;
- (e) Deliver or make available to the DMHC all data, drawings, specifications, reports, estimates, summaries, and such other information and material as may have been accumulated by the Contractor under this Agreement, whether completed, partially completed, or in progress.

In the event of termination, an equitable adjustment in the price provided for in this Agreement shall be made. Such adjustment shall include reasonable compensation for all services rendered, materials supplied, and expenses incurred pursuant to this Agreement prior to the effective date of termination.

10. COMPUTER SOFTWARE COPYRIGHT COMPLIANCE

By signing this Agreement, the Contractor certifies that it has appropriate systems and controls in place to ensure that State funds will not be used in the performance of this Agreement for the acquisition, operation or maintenance of computer software in violation of copyright laws.

11. ADMINISTRATIVE REQUIREMENTS

The following administrative requirements must be completed before execution of the contract. The Contractor is responsible for any costs or expenses, including time, for completing these items.

a. Background Investigation

Due to the nature of the services to be performed, the DMHC requires a thorough background investigation of the Contractor, its agents, subcontractors and individual employees who will have access to medical information as part of their duties under this Agreement; and reserves the right to disapprove any individual from performing under the scope of this Agreement. This background investigation includes fingerprinting and a California Department of Justice criminal record check. Each Contractor, agent, subcontractor and individual employee who is to perform services under this Agreement must voluntarily consent to a background investigation. Fingerprint rolling fees and

background investigation costs will be borne by the Contractor, payable at time of fingerprinting. Previous clearances and/or investigations conducted by other agencies will not be accepted as an alternative to the DMHC's background investigation. It is the Contractor's responsibility to notify the DMHC when an employee working under this Agreement is terminated, not hired or reassigned to other work.

Per Government Code Section 1041, pre-employment background investigations shall be required of contract employees whose duties include or would include access to medical information. The pre-employment background investigation will consist of fingerprinting and an inquiry to the Department of Justice (DOJ) and the Federal Bureau of Investigations (FBI) to disclose Criminal Offender Record Information (CORI). Investigations are conducted to ascertain whether a contract employee has any state or federal convictions, or is currently released from custody on bail or on their own recognizance pending trial, of a crime of "[moral turpitude](#)".

b. Information Security, Integrity and Confidentiality Statement

Complete Attachment I for Contractor Authorized Representative and Attachment II for project employees, agents or subcontractors, which certify that the Contractor and the Contractor's staff understand and agree to comply with the DMHC's Information Security and Confidentiality Statement

c. Annual Information Security Awareness and Privacy Training

California state policy requires that the DMHC must provide for the proper use and protection of its information assets and arrange for basic security and privacy awareness training (SAM Sections 5305.1; 5320.1; 5320.2, SIMM 5330-B) for new users, and annually thereafter. Therefore, DMHC Contractors (including subcontractors) who access state resources must complete the designated DMHC online annual Information Security Awareness and Privacy Training prior to accessing DMHC information assets and/or beginning work on a contract. The DMHC Information Security Officer will set up your training account. While the training course is free-of-charge, any expenses, including Contractor time, related to new and/or annual Information Security Awareness and Privacy Training will be the responsibility of the Contractor. Active Contractors/subcontractors must provide a list of their employees' names and email addresses annually to the DMHC Information Security Officer to administer this online annual Information Security Awareness and Privacy Training.

12. CONFLICT OF INTEREST

No Contractor shall participate in the making of, or in any way attempt to influence, a decision in which the Contractor knows, or has reason to know, that it has a financial interest. The Contractor shall notify the DMHC Contract Manager immediately in writing if the Contractor has a potential, or actual, conflict of interest relating to this Agreement.

The Contractor shall abide by the provisions of Government Code Sections 1090, 81000 et seq., 82000 et seq., 87100 et seq., and 87300 et seq., Public Contract Code (PCC) Sections 10335 et seq. and 10410 et seq., California Code of Regulations, Title 2, Section 18700 et seq., and the DMHC Incompatible Activities Policy.

Each of the Contractor's employees assigned to the DMHC project shall file a Statement of Economic Interests, Fair Political Practices Commission (FPPC) Form 700 within thirty (30) days of commencing services under the Agreement, annually during the life of the Agreement, and within thirty (30) days after the expiration of the Agreement.

The Contractor shall have a continuing duty to disclose to the DMHC, in writing, all interests and activities that create an actual or potential conflict of interest in performance of the Agreement.

The Contractor shall have a continuing duty to keep the DMHC timely and fully apprised in writing of any material changes in the Contractor's business structure and/or status. This includes any changes in business form, such as a change from sole proprietorship or partnership into a

corporation or vice-versa; any changes in company ownership; any dissolution of the business; any change of the name of the business; any filing in bankruptcy; any revocation of corporate status by the Secretary of State; and any other material changes in the Contractor's business status or structure that could affect the performance of the Contractor's duties under the Agreement.

If the Contractor violates any provision of the above paragraphs, such action by the Contractor shall render this Agreement void.

13. PROHIBITION OF FOLLOW-ON CONTRACTS

No Contractor or subsidiary thereof who has been awarded a consulting services contract may submit a bid for, nor be awarded a contract for, the provision of services, procurement of goods or supplies, or any other related action which is required, suggested, or otherwise deemed appropriate in the end product of the consulting services contract. (PCC 10365.5)

14. POTENTIAL SUBCONTRACTORS

Nothing contained in this Agreement or otherwise, shall create any contractual relationship between the State and any subcontractors, and no subcontract shall relieve the Contractor of responsibilities and obligations hereunder. The Contractor agrees to be as fully responsible to the State for the acts and omissions of its subcontractors and of persons either directly or indirectly employed by Contractor. The Contractor's obligation to pay its subcontractors is an independent obligation from the State's obligation to make payments to the Contractor. Although the State shall have no obligation to pay any moneys directly to any subcontractor, the Contractor is encouraged to make timely payment to its subcontractors under all applicable State laws, rules and regulations.

15. APPROVAL OF SUBCONTRACTS

The Contractor shall adhere to the rules governing subcontracting as set forth in the subcontracting Fair Practices Act, commencing with Public Contract Code Section (PCC) 4100. Any and all subcontractors must be approved by the DMHC Contract Manager. Subcontractor substitutions also shall be in accordance with the above and shall require the approval of the Contract Manager. Violations of this Act by the Contractor may subject the Contractor to penalties and disciplinary action.

16. SUBSTITUTION OF SUBCONTRACTORS/STAFFING

Upon Agreement award, the Contractor must use the subcontractors and/or suppliers which they proposed in their bid submittal to the State unless a substitution is requested in writing for approval by the State's Contract Manager. The request for substitution may not be used as an excuse for non-compliance with any other provision of State or federal law including, but not limited to subletting and subcontracting.

17. FORCE MAJEURE

Except for defaults of subcontractors at any tier, the Contractor shall not be liable for any excess costs if the failure to perform the contract arises from causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include, but are not limited to:

- Acts of God or of the public enemy, and
- Acts of the federal or State government in either its sovereign or contractual capacity

If the failure to perform is caused by the default of a subcontractor at any tier, and if the cause of the default is beyond the control of both the Contractor and subcontractor, and without the fault or negligence of either, the Contractor shall not be liable for any excess costs for failure to perform.

18. PROGRESS REPORTS

The Contractor shall submit progress reports to the State representative (Contract Manager) as required, describing work performed, work status, work progress, difficulties encountered, remedial action, and statement of activity anticipated subsequent to reporting period for approval prior to payment of invoices. The Contractor is to be reimbursed by invoicing, in detail, all costs and charges with Contract Number and sending to designated address.

19. WAIVER OF RIGHTS

Any action or inaction by the State or the failure of the State on any occasion, to enforce any right or provision of the contract, shall not be construed to be a waiver by the State of its rights hereunder and shall not prevent the State from enforcing such provision or right on any future occasion. The rights and remedies of the State herein are cumulative and are in addition to any other rights or remedies that the State may have at law or in equity.

20. AMENDMENTS

The DMHC reserves the right to amend this Agreement for up to an additional year and/or to increase funding. Should the DMHC amend this Agreement to extend the term, the proposed rates or prices shall remain the same. All terms and conditions shall remain the same, unless changes are mutually agreed upon by the Contractor and the DMHC and incorporated into the amendment. All Agreement amendments are subject to satisfactory performance and funding availability. Agreement amendments will not take effect until the Contractor has received a copy of the final purchase document that has been signed by the DMHC Procurement Contract Officer or designee.

21. NON-ELIGIBLE ALIEN CERTIFICATION

An alien who is not: (1) a qualified alien; or (2) a nonimmigrant under the Immigration and Nationality Act; or (3) an alien who is paroled into the United States for less than one year, is not eligible for any State or local public benefit. The term "State or local public benefit" means any grant, contract, loan, professional license, or commercial license provided by an agency of a State or local government or by appropriated funds of a State or local government. By signing this contract, the Contractor certifies under penalty of perjury under the laws of the State of California that he or she is not a non-eligible alien.

22. AGREEMENTS FUNDED BY THE FEDERAL GOVERNMENT

1. OMB Circular A-133 Audit: If the Contractor is a state or local agency, or non-profit organization including a nonprofit institution of higher education (as defined by the Federal Office of Management and Budget [OMB] Circular A-133) and expends \$500,000 or more in federal funds, the Contractor agrees to obtain an annual single organization wide, independent audit in accordance with the Federal Office of Management and Budget (OMS) Circular A-133. All OMB Circular A-133 audit reports shall meet the reporting requirements established in OMS § 1101.320 "Report Submission" and a copy shall be forwarded to funding program of DMHC.
2. DEBARMENT AND SUSPENSION CERTIFICATION:
 - a. By signing this Agreement, the Contractor agrees to comply with the debarment and suspension requirements as found in Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants; responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211)
 - b. By signing this Agreement, the Contractor certifies to the best of its knowledge and belief, that it and its principals:

- i. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency;
- ii. Have not within a three-year period preceding this Agreement been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- iii. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph 2.b., of this certification; and
- iv. Have not within a three-year period preceding this Agreement had one or more public transactions (Federal, State or local) terminated for cause or default.

EXHIBIT E
INFORMATION SECURITY, INTEGRITY AND CONFIDENTIALITY

Where access to personal^[1], confidential^[2], and/or sensitive^[3] information assets^[4] (hereafter, collectively referred to as Confidential Information) is required in the performance of this Agreement for the Department of Managed Health Care (Department); or access to such information is not required but physical access to facilities or computer systems is required and such access presents the potential for incidental access and/or inadvertent disclosure of such information, Contractor agrees to the following:

1. General Confidentiality of Data Provision: Contractor shall protect all Confidential Information from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. This includes, but is not limited to, the secure transport, transmission and storage of data used or acquired in the performance of this Agreement. No reports, information, discoveries or data obtained, assembled or developed by Contractor in the performance of this Agreement may be released, published or made available to any individual or entity without prior written approval from the Department. Contractor shall retain as confidential all work performed under this Agreement, recommendations and/or reports made to the Department, and all discussions between Contractor and Department staff, including all communications, whether oral, written or electronic. The Department may deem non-confidential part or all of the work or other information referenced in this Paragraph without prior permission of Contractor.
2. Contractor warrants and certifies that in the performance of this Agreement, it will comply with all applicable statutes, rules, regulations and orders of the United States and the State of California and agrees to indemnify the State against any loss, cost, damage or liability by reason of Contractor's violation of this provision, including but not limited to information handling and confidentiality requirements outlined in the California Information Practices Act (Civil Code sections 1798 et.seq.).
3. Contractor shall not, except as authorized or required by his or her duties by law, reveal or divulge to any person or entity any of the Confidential Information concerning the Department and its affiliates which becomes known to him or her during the term of this Agreement.
4. Contractor shall keep confidential all Confidential Information entrusted to him or her and shall not use or attempt to use any such Confidential Information in any manner which may injure or cause loss, either directly or indirectly, to the Department.
5. Contractor shall comply, and shall cause its agents, subcontractors and individual employees to comply, with such directions as the Department shall make to ensure the safeguarding or confidentiality of all its resources.
6. The Department reserves the right to require that, prior to commencing work on this contract, Contractor, its agents, subcontractors and individual employees who will be involved in the performance of this Agreement, sign an information security and confidentiality statement, in a form to be provided by the Department. In such cases, Contractor shall attest that its agents, subcontractors

^[1] Information that identifies or describes an individual, including but not limited to, name, social security number, physical description, home address, home telephone number, education, financial account numbers, employment history and individually identifiable health information. (See California State Administrative Manual, sections 5300.4 and 5320.5.)

^[2] Information that is exempt from disclosure under the provisions of the California Public Records Act (GC 6250-6265) or other applicable state or Federal laws. (See California State Administrative Manual, sections 5300.4 and 5320.5.)

^[3] Information, either public or confidential, maintained by the Department that requires special precautions to protect from unauthorized use, access, disclosure, modification, loss, or deletion. Sensitive information includes, but is not limited to, records of the Department's financial transactions and regulatory actions. (See California State Administrative Manual, sections 5300.4 and 5320.5.)

^[4] All categories of automated information, including but not limited to records, files, statistics and databases; and information technology facilities, equipment (including personal computer systems), and software owned or leased by the Department. (See California State Administrative Manual, section 5300.4.)

and individual employees who will be involved in the performance of this Agreement are bound by terms of a confidentiality agreement with Contractor similar in nature to this statement.

7. Contractor shall immediately notify the Department when it discovers that there may have been a breach in security which has or may have resulted in compromise to Confidential Information. For purposes of this Paragraph, immediately is defined as within 2 hours of discovery. The Department contact for such notification is as follows:

Information Security Officer
Department of Managed Health Care
980 9th Street, Suite 500
Sacramento, CA 95814

916-323-7908 Phone
916-322-0662 Fax

Contractor shall furnish written notification of the discovery, including a description of the nature of the breach or potential breach in security, in a form to be provided by the Department, to the Department contact within 48 hours of Contractor's discovery.

8. Contractor agrees to properly secure and maintain any computer systems (hardware and software applications) that Contractor will use in the performance of this Agreement. This includes ensuring that all security patches, upgrades, and anti-virus updates are applied appropriately to secure data that may be used, transmitted, or stored on such systems in the performance of this Agreement.
9. Whenever Contractor utilizes non-State issued equipment in the performance of this Agreement, Contractor agrees, in addition to Paragraphs 1 through 8 above, to:
 - a. Access and use Confidential Information only for performing Agreement duties for the Department;
 - b. Install and maintain encryption technology for all personal, sensitive, or confidential information that is stored on portable electronic storage media (including, but not limited to, CDs and thumb drives) and on portable computing devices (including, but not limited to, handheld devices, laptop and notebook computers) following the Federal Information Processing Standards (FIPS 140-2);
 - c. Store and transmit Confidential Information using encryption technology;
 - d. Pay all costs associated with complying with the encryption requirements within this section whenever utilizing non-State issued equipment;
 - e. Have fully functional and operating encryption technology in place prior to commencing work on this Agreement;
 - f. Set the lock computer feature on personal laptops or PCs to automatically engage after no more than 15 minutes of keyboard and/or mouse inactivity;
 - g. Not remove Confidential Information from any Department-controlled work area without prior authorization from Department staff authorized to provide such authorization; and
 - h. Consent to the Department's monitoring of Contractor's activities involving use of the Department's systems, applications and/or network.

ATTACHMENT I
INFORMATION SECURITY AND CONFIDENTIALITY STATEMENT
(for Contractors)

(Contractor Name) understands that, while performing its duties under Agreement number **16MC-SA011** with the California Department of Managed Health Care (Department), Contractor may have access to personal¹, confidential², and/or sensitive³ information assets⁴ as well as documents. Contractor agrees to protect these assets and documents from unauthorized (accidental or intentional) access, modification, destruction, or disclosure. Moreover, Contractor agrees to safeguard the integrity of the Department's information assets and documents and preserve them for their intended purpose, including the availability, accuracy, and completeness of information systems and the data maintained within those systems.

Special precautions are necessary to protect the Department's information assets. As such, **Contractor agrees to comply with all State and Federal law and policy regarding use of information assets and agrees to:**

- Access and use information assets only for performing duties pursuant to Agreement number **16MC-SA011** with the Department;
- Install and maintain encryption technology for all personal, sensitive, or confidential information that is stored on portable electronic storage media (including, but not limited to, CDs and thumb drives) and on portable computing devices (including, but not limited to, handheld devices, laptop and notebook computers) following the Federal Information Processing Standards (FIPS 140-2);
- Store and transmit information assets in accordance with the Department's information security practices, including, but not limited to, using encryption technology;
- Maintain security patches and upgrades, and keep virus software up-to-date on all systems on which the information assets may be used;
- Set the lock computer feature on personal laptops or PCs to automatically engage after no more than 15 (fifteen) minutes of keyboard and/or mouse inactivity;
- Never access information assets for illegal use, personal interest or advantage;
- Never show, disclose or discuss information assets to or with unauthorized persons;
- Never remove information assets from any Department-controlled work area without authorization; and
- Notify the Department contact under this Agreement immediately if Contractor discovers that there may have been a breach in security involving these information assets.

Contractor certifies that its agents, subcontractors and individual employees who will be involved in the performance of this Agreement are bound by terms of a confidentiality agreement with Contractor similar in nature to this statement.

Contractor and its agents and subcontractors understand that its activities involving the Department's information assets may be monitored and that personal equipment used may be randomly audited for security compliance at the Department's discretion. Contractor gives express consent to such monitoring and auditing. Contractor certifies that it has read, understand and will comply with this Information Security and Confidentiality Statement.

Agreed to: _____ (Contractor)

By: _____
Print Name

Signature

Title

Date

(Footnotes follow on next page.)

NOTES

- ¹ Information that identifies or describes an individual, including, but not limited to, name, social security number, physical description, home address, home telephone number, education, financial account numbers, employment history and individually identifiable health information. (See California State Administrative Manual, sections 5300.4 and 5320.5.)
- ² Information that is exempt from disclosure under the provisions of the California Public Records Act (GC §§6250-6265) or other applicable state or Federal laws. (See California State Administrative Manual, sections 5300.4 and 5320.5.)
- ³ Information, either public or confidential, maintained by the Department that requires special precautions to protect from unauthorized use, access, disclosure, modification, loss, or deletion. Sensitive information includes, but is not limited to, records of the Department's financial transactions and regulatory actions. (See California State Administrative Manual, sections 5300.4 and 5320.5.)
- ⁴ All categories of automated information, including but not limited to records, files, statistics and databases; and information technology facilities, equipment (including personal computer systems), and software owned or leased by the Department. (See California State Administrative Manual, section 5300.4.)

ATTACHMENT II
INFORMATION SECURITY AND CONFIDENTIALITY STATEMENT
(for Employees, Agents and Subcontractors)

As an employee, agent or subcontractor of **PRIME CONTRACTOR NAME**, I understand that, while performing my duties under Agreement number **16MC-SA011** with the California Department of Managed Health Care (Department), I may have access to personal¹, confidential², and/or sensitive³ information assets⁴ as well as documents. I agree to protect these assets and documents from unauthorized (accidental or intentional) access, modification, destruction, or disclosure. Moreover, I agree to safeguard the integrity of the Department's information assets and documents and preserve them for their intended purpose, including the availability, accuracy, and completeness of information systems and the data maintained within those systems.

Special precautions are necessary to protect the Department's information assets. As such, **I agree to comply with all State and Federal law and policy regarding use of information assets and agree to:**

- Access and use information assets only for performing duties pursuant to Agreement number **16MC-SA011** with the Department;
- Ensure that encryption technology has been installed and is being maintained for all personal, sensitive, or confidential information that is stored on portable electronic storage media (including, but not limited to, CDs and thumb drives) and on portable computing devices (including, but not limited to, handheld devices, laptop and notebook computers) following the Federal Information Processing Standards (FIPS 140-2).
- Store and transmit information assets in accordance with the Department's information security practices, including, but not limited to, using encryption technology;
- Maintain security patches and upgrades, and keep virus software up-to-date on all systems on which the information assets may be used;
- Set the lock computer feature on personal laptops or PCs to automatically engage after no more than 15 (fifteen) minutes of keyboard and/or mouse inactivity;
- Never access information assets for illegal use, personal interest or advantage;
- Never show, disclose or discuss information assets to or with unauthorized persons;
- Never remove information assets from any Department-controlled work area without authorization; and
- Notify my supervisor/manager under this Agreement immediately if I discover that there may have been a breach in security involving these information assets.

I understand that my activities involving the Department's information assets may be monitored and that my personal equipment may be randomly audited for security compliance at the Department's discretion. I give express consent to such monitoring and auditing. I certify that I have read, understand and will comply with this Information Security and Confidentiality Statement.

Print Full Name

Signature

Date

¹ Information that identifies or describes an individual, including, but not limited to, name, social security number, physical description, home address, home telephone number, education, financial account numbers, employment history and individually identifiable health information. (See California State Administrative Manual, sections 5300.4 and 5320.5.)

² Information that is exempt from disclosure under the provisions of the California Public Records Act (GC §§6250-6265) or other applicable state or Federal laws. (See California State Administrative Manual, sections 5300.4 and 5320.5.)

³ Information, either public or confidential, maintained by the Department that requires special precautions to protect from unauthorized use, access, disclosure, modification, loss, or deletion. Sensitive information includes, but is not limited to, records of the Department's financial transactions and regulatory actions. (See California State Administrative Manual, sections 5300.4 and 5320.5.)

⁴ All categories of automated information, including but not limited to records, files, statistics and databases; and information technology facilities, equipment (including personal computer systems), and software owned or leased by the Department. (See California State Administrative Manual, section 5300.4.)

ATTACHMENT III

INFORMATION SECURITY INCIDENT REPORT FOR CONTRACTORS

Contractor is required to follow a prescribed process when an information security incident occurs. Contractor must notify the Department of Managed Health Care's (DMHC) Information Security Officer (ISO) immediately upon discovery of an incident. The prescribed process includes the following steps:

1. Immediately call the DMHC ISO at (916) 323-7908 to report the incident

You may leave a message if the DMHC ISO is not available. Leave your contact information. You will receive a call back within 24-hours of your call.

2. Guidance for reporting the incident

- Name and address of the reporting entity.
- Name, address, e-mail address, and phone number(s) of the reporting person.
- Name, address, e-mail address, and phone number(s) of the alternate contact.
- Description of the incident.
- Date and time the incident occurred.
- Date and time the incident was discovered.
- Make / model of the affected computer(s).
- IP address of the affected computers(s).
- Assigned name of the affected computers(s).
- Operating system of the affected computers(s).
- Location of the affected computers(s).
- Any actions at and following the time of discovery that were taken prior to calling the DMHC ISO.

IMPORTANT: Reporting must NOT be delayed until all of this information is gathered. It is understood that in some circumstances this information may not be readily available. Therefore, the reporting entity must make the report to the DMHC ISO immediately and provide as much information as possible at the time the incident is discovered.

3. Personally Identifiable Information (PII)

Contractor is required to report whether the incident involves personally identifiable information, including, but not limited to, breach notice-triggering personal information as defined in California Civil Code Section 1798.29. **Note: this section now includes categories of medical information and health information.**

4. Written Report

The Information Security Incident Report for Contractors must be completed and forwarded to the Office of Technology and Innovation - Security Management Division within 48 (forty-eight) hours following Contractor's discovery of the incident. The completed Incident Report must be signed by the appropriate Contractor staff authorized to sign on behalf of the Contractor.

The Incident Report must be mailed to the address listed on the report. An electronic version of the Incident Report, in lieu of a hard copy, may be made available at the discretion of the DMHC ISO.

Instructions

Contractor Name – Provide your company's name.

Contract Number - Provide DMHC Contract number involved.

Address – Provide your company's address, phone number, and email address.

A. Date of notification by phone to the DMHC ISO at **(916) 323-7908**. Notification to other DMHC staff by email or any other method is NOT a substitute for the required DMHC ISO notification.

B. Incident Details - Provide the date the incident occurred and the date the incident was discovered, if known. In the general description field, provide an overview of the incident with enough details so that the incident can be easily understood. Do not include any personally identifiable information (such as social security numbers, home addresses, etc.). Your report should include the following information, as applicable:

1. **Date incident occurred.**
2. **Date incident discovered.**
3. **Incident location** – Provide the location where the incident occurred. For example, if a laptop was stolen from an employee's home, suggested content might be, "Employee's Home, Roseville, CA" or, if the incident occurred at the contractor's office, suggested content might be, "Contractor's Headquarters, 123 Any Street, Sacramento, CA"
4. **General description** – Include the following in the description:
 - When the incident occurred and how it was discovered.
 - The number of people affected by this incident.
 - The details of any law enforcement investigation of this incident, such as, which agency investigated, when, and the report number.
 - Any personal, confidential, or sensitive information involved.
5. **Media/Device type, if applicable** – Provide the type of media or device involved in the incident, such as paper (fax, mail, etc.) or electronic (CD, floppy drive, laptop, PDA, email, thumb drive, etc.).
 - a) Was the portable storage device encrypted? – Check appropriate box. If NO, describe why the storage device was not encrypted.
6. **Incidents involving personally identifiable information:**
 - a) **Was personally identifiable information involved?** – Check appropriate boxes.
 - b) **Number of individuals affected** – Identify the number of individuals whose personally identifiable information was breached.

C. Corrective Actions Planned/Taken to Prevent Future Occurrences – Provide a detailed description of the corrective actions taken, or planned to be taken, by your company to prevent future occurrences of a similar incident.

1. Date corrective actions will be fully implemented – Provide a date when the corrective actions were, or will be, fully implemented.

D. Signatures – Authorized Contractor representative must sign this report.

Mail the completed Incident Report, without these instructions, to:

Department of Managed Health Care
OTI - Security Management Division
Attention: Information Security Officer
980 9th Street, Suite 500
Sacramento, CA 95814

Note: An electronic version of the Incident Report, in lieu of a hard copy, may be made available at the discretion of the DMHC ISO.

EXHIBIT F
RÉSUMÉS

Résumés provided by the Contractor for each contracted employee.

EXHIBIT G
HIPAA Business Associate Addendum

I. Recitals

- 1) This Contract (Agreement) has been determined to constitute a business associate relationship under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA"), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ('the HITECH Act'), 42 U.S.C. Section 17921 et seq., and their implementing privacy and security regulations at 45 CFR Parts 160 and 164 ("the HIPAA regulations").
 - B. The Department of Health Care Services ("DHCS") wishes to disclose to Business Associate certain information pursuant to the terms of this Agreement, some of which may constitute Protected Health Information ("PHI"), including protected health information in electronic media ("ePHI"), under federal law, and personal information ("PI") under state law.
 - C. As set forth in this Agreement, Contractor, here and after, is the Business Associate of DHCS acting on DHCS' behalf and provides services, arranges, performs or assists in the performance of functions or activities on behalf of DHCS and creates, receives, maintains, transmits, uses or discloses PHI and PI. DHCS and Business Associate are each a party to this Agreement and are collectively referred to as the "parties."
 - D. The purpose of this Addendum is to protect the privacy and security of the PHI and PI that may be created, received, maintained, transmitted, used or disclosed pursuant to this Agreement, and to comply with certain standards and requirements of HIPAA, the HITECH Act and the HIPAA regulations, including, but not limited to, the requirement that DHCS must enter into a contract containing specific requirements with Contractor prior to the disclosure of PHI to Contractor, as set forth in 45 CFR Parts 160 and 164 and the HITECH Act.
 - E. The terms used in this Addendum, but not otherwise defined, shall have the same meanings as those terms have in the HIPAA regulations. Any reference to statutory or regulatory language shall be to such language as in effect or as amended.

II. Definitions

- A. Breach shall have the meaning given to such term under HIPAA, the HITECH Act, and the HIPAA regulations.
- B. Business Associate shall have the meaning given to such term under HIPAA, the HITECH Act, and the HIPAA regulations.
- C. Covered Entity shall have the meaning given to such term under HIPAA, the HITECH Act, and the HIPAA regulations.
- D. Electronic Health Record shall have the meaning given to such term in the HITECH Act, including, but not limited to, 42 U.S.C Section 17921 and implementing regulations.
- E. Electronic Protected Health Information (ePHI) means individually identifiable health information transmitted by electronic media or maintained in electronic media, including but not limited to electronic media as set forth under 45 CFR Section 160.103.
- F. Individually Identifiable Health Information means health information, including demographic information collected from an individual, that is created or received by a health care provider, health plan, employer or health care clearinghouse, and relates to the past, present or future physical or mental health or 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, that identifies the individual or where there is a reasonable basis to believe the information can be used to identify the individual, as set forth under 45 CFR Section 160.103.

- G. Privacy Rule shall mean the HIPAA Regulation that is found at 45 CFR Parts 160 and 164.
- H. Personal Information shall have the meaning given to such term in California Civil Code Section 1798.29.
- I. Protected Health Information means individually identifiable health information that is transmitted by electronic media, maintained in electronic media, or is transmitted or maintained in any other form or medium, as set forth under 45 CFR Section 160.103.
- J. Required by law, as set forth under 45 CFR Section 164.103 means a mandate contained in law that compels an entity to make a use or disclosure of PHI that is enforceable in a court of law. This includes, but is not limited to, court orders and court-ordered warrants, subpoenas or summons issued by a court, grand jury, a governmental or tribal inspector general, or an administrative body authorized to require the production of information, and a civil or an authorized investigative demand. It also includes Medicare conditions of participation with respect to health care providers participating in the program, and statutes or regulations that require the production of information, including statutes or regulations that require such information if payment is sought under a government program providing public benefits.
- K. Secretary means the Secretary of the U.S. Department of Health and Human Services ("HHS") or the Secretary's designee.
- L. Security Incident means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of PHI or PI, or confidential data that is essential to the ongoing operation of the Business Associate's organization and intended for internal use; or interference with system operations in an information system.
- M. Security Rule shall mean the HIPAA regulation that is found at 45 CFR Parts 160 and 164.
- N. Unsecured PHI shall have the meaning given to such term under the HITECH Act, 42 U.S.C. Section 17932(h), any guidance issued pursuant to such Act and the HIPAA regulations.

III. Terms of Agreement

A. Permitted Uses and Disclosures of PHI by Business Associate

Permitted Uses and Disclosures. Except as otherwise indicated in this Addendum, Business Associate may use or disclose PHI only to perform functions, activities or services specified in this Agreement, for, or on behalf of DHCS, provided that such use or disclosure would not violate the HIPAA regulations, if done by DHCS. Any such use or disclosure must, to the extent practicable, be limited to the limited data set, as defined in 45 CFR Section 164.514(e)(2), or, if needed, to the minimum necessary to accomplish the intended purpose of such use or disclosure, in compliance with the HITECH Act and any guidance issued pursuant to such Act, and the HIPAA regulations.

1. **Specific Use and Disclosure Provisions.** Except as otherwise indicated in this Addendum, Business Associate may:
 - a. **Use and disclose for management and administration.** Use and disclose PHI for the proper management and administration of the Business Associate provided that such disclosures are required by law, or the Business Associate obtains reasonable assurances from the person to whom the information is disclosed that it will remain confidential and will be used or further disclosed only as required by law or for the purpose for which it was disclosed to the person, and the person notifies the Business Associate of any instances of which it is aware that the confidentiality of the information has been breached.

- b. **Provision of Data Aggregation Services.** Use PHI to provide data aggregation services to DHCS. Data aggregation means the combining of PHI created or received by the Business Associate on behalf of DHCS with PHI received by the Business Associate in its capacity as the Business Associate of another covered entity, to permit data analyses that relate to the health care operations of DHCS.

B. Prohibited Uses and Disclosures

1. Business Associate shall not disclose PHI about an individual to a health plan for payment or health care operations purposes if the PHI pertains solely to a health care item or service for which the health care provider involved has been paid out of pocket in full and the individual requests such restriction, in accordance with 42 U.S.C. Section 17935(a) and 45 CFR Section 164.522(a).
2. Business Associate shall not directly or indirectly receive remuneration in exchange for PHI, except with the prior written consent of DHCS and as permitted by 42 U.S.C. Section 17935(d)(2).

C. Responsibilities of Business Associate

Business Associate agrees:

1. **Nondisclosure.** Not to use or disclose Protected Health Information (PHI) other than as permitted or required by this Agreement or as required by law.
2. **Safeguards.** To implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the PHI, including electronic PHI, that it creates, receives, maintains, uses or transmits on behalf of DHCS, in compliance with 45 CFR sections 164.308, 164.310 and 164.312, and to prevent use or disclosure of PHI other than as provided for by this Agreement. Business Associate shall implement reasonable and appropriate policies and procedures to comply with the standards, implementation specifications and other requirements of 45 CFR section 164, subpart C, in compliance with 45 CFR Section 164.316. Business Associate shall develop and maintain a written information privacy and security program that includes administrative, technical and physical safeguards appropriate to the size and complexity of the Business Associate's operations and the nature and scope of its activities, and which incorporates the requirements of section 3, Security, below. Business Associate will provide DHCS with its current and updated policies.
3. **Security.** To take any and all steps necessary to ensure the continuous security of all computerized data systems containing PHI and/or PI, and to protect paper documents containing PHI and/or PI. These steps shall include, at a minimum:
 - a. Complying with all of the data system security precautions listed in Attachment A, the Business Associate Data Security Requirements;
 - b. Achieving and maintaining compliance with the HIPAA Security Rule (45 CFR Parts 160 and 164), as necessary in conducting operations on behalf of DHCS under this Agreement;
 - c. Providing a level and scope of security that is at least comparable to the level and scope of security established by the Office of Management and Budget in OMB Circular No. A-130, Appendix III - Security of Federal Automated Information Systems, which sets forth guidelines for automated information systems in Federal agencies; and

- d. In case of a conflict between any of the security standards contained in any of these enumerated sources of security standards, the most stringent shall apply. The most stringent means that safeguard which provides the highest level of protection to PHI from unauthorized disclosure. Further, Business Associate must comply with changes to these standards that occur after the effective date of this Agreement.

Business Associate shall designate a Security Officer to oversee its data security program who shall be responsible for carrying out the requirements of this section and for communicating on security matters with DHCS.

- D. *Mitigation of Harmful Effects.*** To mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of PHI by Business Associate or its subcontractors in violation of the requirements of this Addendum.

E. *Business Associate's Agents and Subcontractors.*

1. To enter into written Agreements with any agents, including subcontractors and vendors, to whom Business Associate provides PHI or PI received from or created or received by Business Associate on behalf of DHCS, that impose the same restrictions and conditions on such agents, subcontractors and vendors that apply to Business Associate with respect to such PHI and PI under this Addendum, and that comply with all applicable provisions of HIPAA, the HITECH Act and the HIPAA regulations, including the requirement that any agents, subcontractors or vendors implement reasonable and appropriate administrative, physical, and technical safeguards to protect such PHI and PI. Business Associate shall incorporate, when applicable, the relevant provisions of this Addendum into each subcontract or subaward to such agents, subcontractors and vendors, including the requirement that any security incidents or breaches of unsecured PHI or PI be reported to Business Associate.
2. In accordance with 45 CFR section 164.504(e)(1)(ii), upon Business Associate's knowledge of a material breach or violation by its subcontractor of the Agreement between Business Associate and the subcontractor, Business Associate shall:
 - a. Provide an opportunity for the subcontractor to cure the breach or end the violation and terminate the Agreement if the subcontractor does not cure the breach or end the violation within the time specified by DHCS; or
 - b. Immediately terminate the Agreement if the subcontractor has breached a material term of the Agreement and cure is not possible.

F. *Availability of Information to DHCS and Individuals.* To provide access and information:

1. To provide access as DHCS may require, and in the time and manner designated by DHCS (upon reasonable notice and during Business Associate's normal business hours) to PHI in a Designated Record Set, to DHCS (or, as directed by DHCS), to an Individual, in accordance with 45 CFR Section 164.524. Designated Record Set means the group of records maintained for DHCS that includes medical, dental and billing records about individuals; enrollment, payment, claims adjudication, and case or medical management systems maintained for DHCS health plans; or those records used to make decisions about individuals on behalf of DHCS. Business Associate shall use the forms and processes developed by DHCS for this purpose and shall respond to requests for access to records transmitted by DHCS within fifteen (15) calendar days of receipt of the request by producing the records or verifying that there are none.
2. If Business Associate maintains an Electronic Health Record with PHI, and an individual requests a copy of such information in an electronic format, Business Associate shall provide such information in an electronic format to enable DHCS to fulfill its obligations under the HITECH Act, including but not limited to, 42 U.S.C. Section 17935(e).

3. If Business Associate receives data from DHCS that was provided to DHCS by the Social Security Administration, upon request by DHCS, Business Associate shall provide DHCS with a list of all employees, Contractors and agents who have access to the Social Security data, including employees, Contractors and agents of its subcontractors and agents.
- G. Amendment of PHI.** To make any amendment(s) to PHI that DHCS directs or agrees to pursuant to 45 CFR Section 164.526, in the time and manner designated by DHCS.
- H. Internal Practices.** To make Business Associate's internal practices, books and records relating to the use and disclosure of PHI received from DHCS, or created or received by Business Associate on behalf of DHCS, available to DHCS or to the Secretary of the U.S. Department of Health and Human Services in a time and manner designated by DHCS or by the Secretary, for purposes of determining DHCS' compliance with the HIPAA regulations. If any information needed for this purpose is in the exclusive possession of any other entity or person and the other entity or person fails or refuses to furnish the information to Business Associate, Business Associate shall so certify to DHCS and shall set forth the efforts it made to obtain the information.
- I. Documentation of Disclosures.** To document and make available to DHCS or (at the direction of DHCS) to an Individual such disclosures of PHI, and information related to such disclosures, necessary to respond to a proper request by the subject Individual for an accounting of disclosures of PHI, in accordance with the HITECH Act and its implementing regulations, including but not limited to 45 CFR Section 164.528 and 42 U.S.C. Section 17935(c). If Business Associate maintains electronic health records for DHCS as of January 1, 2009, Business Associate must provide an accounting of disclosures, including those disclosures for treatment, payment or health care operations, effective with disclosures on or after January 1, 2014. If Business Associate acquires electronic health records for DHCS after January 1, 2009, Business Associate must provide an accounting of disclosures, including those disclosures for treatment, payment or health care operations, effective with disclosures on or after the date the electronic health record is acquired, or on or after January 1, 2011, whichever date is later. The electronic accounting of disclosures shall be for disclosures during the three years prior to the request for an accounting.
- J. Breaches and Security Incidents.** During the term of this Agreement, Business Associate agrees to implement reasonable systems for the discovery and prompt reporting of any breach or security incident, and to take the following steps:
1. **Notice to DHCS.** (1) To notify DHCS **immediately by telephone call plus email or fax** upon the discovery of a breach of unsecured PHI or PI in electronic media or in any other media if the PHI or PI was, or is reasonably believed to have been, accessed or acquired by an unauthorized person, or upon the discovery of a suspected security incident that involves data provided to DHCS by the Social Security Administration. (2) To notify DHCS **within 24 hours by email or fax** of the discovery of any suspected security incident, intrusion or unauthorized access, use or disclosure of PHI or PI in violation of this Agreement and this Addendum, or potential loss of confidential data affecting this Agreement. A breach shall be treated as discovered by Business Associate as of the first day on which the breach is known, or by exercising reasonable diligence would have been known, to any person (other than the person committing the breach) who is an employee, officer or other agent of Business Associate.

Notice shall be provided to the DHCS Program Contract Manager, the DHCS Privacy Officer and the DHCS Information Security Officer. If the incident occurs after business hours or on a weekend or holiday and involves electronic PHI, notice shall be provided by calling the DHCS ITSD Service Desk. Notice shall be made using the "DHCS Privacy Incident Report" form, including all information known at the time. Business Associate shall use the most current version of this form, which is posted on the DHCS Privacy Office website (www.dhcs.ca.gov), then select "Privacy" in the left column and then "Business Use" near the

middle of the page) or use this link:

<http://www.dhcs.ca.gov/formsandpubs/laws/priv/Pages/DHCSBusinessAssociatesOnly.aspx>

Upon discovery of a breach or suspected security incident, intrusion or unauthorized access, use or disclosure of PHI or PI, Business Associate shall take:

- a. Prompt corrective action to mitigate any risks or damages involved with the breach and to protect the operating environment; and
 - b. Any action pertaining to such unauthorized disclosure required by applicable Federal and State laws and regulations.
2. **Investigation and Investigation Report.** To immediately investigate such security incident, breach, or unauthorized access, use or disclosure of PHI or PI. Within 72 hours of the discovery, Business Associate shall submit an updated "DHCS Privacy Incident Report" containing the information marked with an asterisk and all other applicable information listed on the form, to the extent known at that time, to the DHCS Program Contract Manager, the DHCS Privacy Officer, and the DHCS Information Security Officer:
3. **Complete Report.** To provide a complete report of the investigation to the DHCS Program Contract Manager, the DHCS Privacy Officer, and the DHCS Information Security Officer within ten (10) working days of the discovery of the breach or unauthorized use or disclosure. The report shall be submitted on the "DHCS Privacy Incident Report" form and shall include an assessment of all known factors relevant to a determination of whether a breach occurred under applicable provisions of HIPAA, the HITECH Act, the HIPAA regulations and/or state law. The report shall also include a full, detailed corrective action plan, including information on measures that were taken to halt and/or contain the improper use or disclosure. If DHCS requests information in addition to that listed on the "DHCS Privacy Incident Report" form, Business Associate shall make reasonable efforts to provide DHCS with such information. If necessary, a Supplemental Report may be used to submit revised or additional information after the completed report is submitted, by submitting the revised or additional information on an updated "DHCS Privacy Incident Report" form. DHCS will review and approve the determination of whether a breach occurred and individual notifications are required, and the corrective action plan.
4. **Notification of Individuals.** If the cause of a breach of PHI or PI is attributable to Business Associate or its subcontractors, agents or vendors, Business Associate shall notify individuals of the breach or unauthorized use or disclosure when notification is required under state or federal law and shall pay any costs of such notifications, as well as any costs associated with the breach. The notifications shall comply with the requirements set forth in 42 U.S.C. Section 17932 and its implementing regulations, including, but not limited to, the requirement that the notifications be made without unreasonable delay and in no event later than 60 calendar days. The DHCS Program Contract Manager, the DHCS Privacy Officer, and the DHCS Information Security Officer shall approve the time, manner and content of any such notifications and their review and approval must be obtained before the notifications are made.
5. **Responsibility for Reporting of Breaches.** If the cause of a breach of PHI or PI is attributable to Business Associate or its agents, subcontractors or vendors, Business Associate is responsible for all required reporting of the breach as specified in 42 U.S.C. Section 17932 and its implementing regulations, including notification to media outlets and to the Secretary. If a breach of unsecured PHI involves more than 500 residents of the State of California or its jurisdiction, Business Associate shall notify the Secretary of the breach immediately upon discovery of the breach. If Business Associate has reason to believe that duplicate reporting of the same breach or incident may occur because its subcontractors, agents or vendors may report the breach or incident to DHCS in addition to Business Associate, Business Associate shall notify DHCS, and DHCS and Business Associate may

take appropriate action to prevent duplicate reporting. The breach reporting requirements of this paragraph are in addition to the reporting requirements set forth in subsection 1, above.

6. **DHCS Contact Information.** To direct communications to the above referenced DHCS staff, the Contractor shall initiate contact as indicated herein. DHCS reserves the right to make changes to the contact information below by giving written notice to the Contractor. Said changes shall not require an amendment to this Addendum or the Agreement to which it is incorporated.

DHCS Program Contract Manager	DHCS Privacy Officer	DHCS Information Security Officer
See the Scope of Work exhibit for Program Contract Manager information	Privacy Officer c/o: Office of HIPAA Compliance Department of Health Care Services P.O. Box 997413, MS 4722 Sacramento, CA 95899-7413 Email: privacyofficer@dhcs.ca.gov Telephone: (916) 445-4646 Fax: (916) 440-7680	Information Security Officer DHCS Information Security Office P.O. Box 997413, MS 6400 Sacramento, CA 95899-7413 Email: iso@dhcs.ca.gov Fax: (916) 440-5537 Telephone: ITSD Service Desk (916) 440-7000 or (800) 579-0874

K. **Termination of Agreement.** In accordance with Section 13404(b) of the HITECH Act and to the extent required by the HIPAA regulations, if Business Associate knows of a material breach or violation by DHCS of this Addendum, it shall take the following steps:

1. Provide an opportunity for DHCS to cure the breach or end the violation and terminate the Agreement if DHCS does not cure the breach or end the violation within the time specified by Business Associate; or
2. Immediately terminate the Agreement if DHCS has breached a material term of the Addendum and cure is not possible.

L. **Due Diligence.** Business Associate shall exercise due diligence and shall take reasonable steps to ensure that it remains in compliance with this Addendum and is in compliance with applicable provisions of HIPAA, the HITECH Act and the HIPAA regulations, and that its agents, subcontractors and vendors are in compliance with their obligations as required by this Addendum.

M. **Sanctions and/or Penalties.** Business Associate understands that a failure to comply with the provisions of HIPAA, the HITECH Act and the HIPAA regulations that are applicable to Business Associate may result in the imposition of sanctions and/or penalties on Business Associate under HIPAA, the HITECH Act and the HIPAA regulations.

IV. Obligations of DHCS

DHCS agrees to:

- A. **Notice of Privacy Practices.** Provide Business Associate with the Notice of Privacy Practices that DHCS produces in accordance with 45 CFR Section 164.520, as well as any changes to such notice. Visit the DHCS Privacy Office to view the most current Notice of Privacy Practices at: <http://www.dhcs.ca.gov/formsandpubs/laws/priv/Pages/default.aspx> or the DHCS website at www.dhcs.ca.gov (select "Privacy in the left column and "Notice of Privacy Practices" on the right side of the page).

- B. *Permission by Individuals for Use and Disclosure of PHI.*** Provide the Business Associate with any changes in, or revocation of, permission by an Individual to use or disclose PHI, if such changes affect the Business Associate's permitted or required uses and disclosures.
- C. *Notification of Restrictions.*** Notify the Business Associate of any restriction to the use or disclosure of PHI that DHCS has agreed to in accordance with 45 CFR Section 164.522, to the extent that such restriction may affect the Business Associate's use or disclosure of PHI.
- D. *Requests Conflicting with HIPAA Rules.*** Not request the Business Associate to use or disclose PHI in any manner that would not be permissible under the HIPAA regulations if done by DHCS.

V. Audits, Inspection and Enforcement

- A.** From time to time, DHCS may inspect the facilities, systems, books and records of Business Associate to monitor compliance with this Agreement and this Addendum. Business Associate shall promptly remedy any violation of any provision of this Addendum and shall certify the same to the DHCS Privacy Officer in writing. The fact that DHCS inspects, or fails to inspect, or has the right to inspect, Business Associate's facilities, systems and procedures does not relieve Business Associate of its responsibility to comply with this Addendum, nor does DHCS':
 - 1. Failure to detect or
 - 2. Detection, but failure to notify Business Associate or require Business Associate's remediation of any unsatisfactory practices constitute acceptance of such practice or a waiver of DHCS' enforcement rights under this Agreement and this Addendum.
- B.** If Business Associate is the subject of an audit, compliance review, or complaint investigation by the Secretary or the Office of Civil Rights, U.S. Department of Health and Human Services, that is related to the performance of its obligations pursuant to this HIPAA Business Associate Addendum, Business Associate shall notify DHCS and provide DHCS with a copy of any PHI or PI that Business Associate provides to the Secretary or the Office of Civil Rights concurrently with providing such PHI or PI to the Secretary. Business Associate is responsible for any civil penalties assessed due to an audit or investigation of Business Associate, in accordance with 42 U.S.C. Section 17934(c).

VI. Termination

- A. *Term.*** The Term of this Addendum shall commence as of the effective date of this Addendum and shall extend beyond the termination of the contract and shall terminate when all the PHI provided by DHCS to Business Associate, or created or received by Business Associate on behalf of DHCS, is destroyed or returned to DHCS, in accordance with 45 CFR 164.504(e)(2)(ii)(I).
- B. *Termination by DHCS.*** In accordance with 45 CFR section 164.504(e)(1)(ii), upon DHCS' knowledge of a material breach or violation of this Addendum by Business Associate, DHCS shall:
 - 1. Provide an opportunity for Business Associate to cure the breach or end the violation and terminate this Agreement if Business Associate does not cure the breach or end the violation within the time specified by DHCS; or
 - 2. Immediately terminate this Agreement if Business Associate has breached a material term of this Addendum and cure is not possible.
- C. *Termination by DMHC.*** In accordance with Section 13404(b) of the HITECH Act and to the extent required by the HIPPA regulations, if Business Associate knows of a material breach or violation by DHCS of this Addendum, it shall take the following steps:

1. Provide an opportunity for DHCS to cure the breach or end the violation and terminate the Agreement if DHCS does not cure the breach or end the violation within the time specified by Business Associate; or
2. Immediately terminate the Agreement if DHCS has breached a material term of the Addendum and cure is not possible.

C. *Judicial or Administrative Proceedings.* Business Associate will notify DHCS if it is named as a defendant in a criminal proceeding for a violation of HIPAA. DHCS may terminate this Agreement if Business Associate is found guilty of a criminal violation of HIPAA. DHCS may terminate this Agreement if a finding or stipulation that the Business Associate has violated any standard or requirement of HIPAA, or other security or privacy laws is made in any administrative or civil proceeding in which the Business Associate is a party or has been joined.

D. *Effect of Termination.* Upon termination or expiration of this Agreement for any reason, Business Associate shall return or destroy all PHI received from DHCS (or created or received by Business Associate on behalf of DHCS) that Business Associate still maintains in any form, and shall retain no copies of such PHI. If return or destruction is not feasible, Business Associate shall notify DHCS of the conditions that make the return or destruction infeasible, and DHCS and Business Associate shall determine the terms and conditions under which Business Associate may retain the PHI. Business Associate shall continue to extend the protections of this Addendum to such PHI, and shall limit further use of such PHI to those purposes that make the return or destruction of such PHI infeasible. This provision shall apply to PHI that is in the possession of subcontractors or agents of Business Associate.

VII. Miscellaneous Provisions

A. *Disclaimer.* DHCS makes no warranty or representation that compliance by Business Associate with this Addendum, HIPAA or the HIPAA regulations will be adequate or satisfactory for Business Associate's own purposes or that any information in Business Associate's possession or control, or transmitted or received by Business Associate, is or will be secure from unauthorized use or disclosure. Business Associate is solely responsible for all decisions made by Business Associate regarding the safeguarding of PHI.

B. *Amendment.* The parties acknowledge that federal and state laws relating to electronic data security and privacy are rapidly evolving and that amendment of this Addendum may be required to provide for procedures to ensure compliance with such developments. The parties specifically agree to take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations and other applicable laws relating to the security or privacy of PHI. Upon DHCS' request, Business Associate agrees to promptly enter into negotiations with DHCS concerning an amendment to this Addendum embodying written assurances consistent with the standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations or other applicable laws. DHCS may terminate this Agreement upon thirty (30) days written notice in the event:

1. Business Associate does not promptly enter into negotiations to amend this Addendum when requested by DHCS pursuant to this Section; or
2. Business Associate does not enter into an amendment providing assurances regarding the safeguarding of PHI that DHCS in its sole discretion, deems sufficient to satisfy the standards and requirements of HIPAA and the HIPAA regulations.

C. *Assistance in Litigation or Administrative Proceedings.* Business Associate shall make itself and any subcontractors, employees or agents assisting Business Associate in the performance of its obligations under this Agreement, available to DHCS at no cost to DHCS to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced

against DHCS, its directors, officers or employees based upon claimed violation of HIPAA, the HIPAA regulations or other laws relating to security and privacy, which involves inactions or actions by the Business Associate, except where Business Associate or its subcontractor, employee or agent is a named adverse party.

- D. *No Third-Party Beneficiaries.*** Nothing express or implied in the terms and conditions of this Addendum is intended to confer, nor shall anything herein confer, upon any person other than DHCS or Business Associate and their respective successors or assignees, any rights, remedies, obligations or liabilities whatsoever.
- E. *Interpretation.*** The terms and conditions in this Addendum shall be interpreted as broadly as necessary to implement and comply with HIPAA, the HITECH Act, the HIPAA regulations and applicable state laws. The parties agree that any ambiguity in the terms and conditions of this Addendum shall be resolved in favor of a meaning that complies and is consistent with HIPAA, the HITECH Act and the HIPAA regulations.
- F. *Regulatory References.*** A reference in the terms and conditions of this Addendum to a section in the HIPAA regulations means the section as in effect or as amended.
- G. *Survival.*** The respective rights and obligations of Business Associate under Section VI.D of this Addendum shall survive the termination or expiration of this Agreement.
- H. *No Waiver of Obligations.*** No change, waiver or discharge of any liability or obligation hereunder on any one or more occasions shall be deemed a waiver of performance of any continuing or other obligation, or shall prohibit enforcement of any obligation, on any other occasion.

Attachment A
Business Associate Data Security Requirements

I. Personnel Controls

- A. *Employee Training.*** All workforce members who assist in the performance of functions or activities on behalf of DHCS, or access or disclose DHCS PHI or PI must complete information privacy and security training, at least annually, at Business Associate's expense. Each workforce member who receives information privacy and security training must sign a certification, indicating the member's name and the date on which the training was completed. These certifications must be retained for a period of six (6) years following contract termination.
- B. *Employee Discipline.*** Appropriate sanctions must be applied against workforce members who fail to comply with privacy policies and procedures or any provisions of these requirements, including termination of employment where appropriate.
- C. *Confidentiality Statement.*** All persons that will be working with DHCS PHI or PI must sign a confidentiality statement that includes, at a minimum, General Use, Security and Privacy Safeguards, Unacceptable Use, and Enforcement Policies. The statement must be signed by the workforce member prior to access to DHCS PHI or PI. The statement must be renewed annually. The Contractor shall retain each person's written confidentiality statement for DHCS inspection for a period of six (6) years following contract termination.
- D. *Background Check.*** Before a member of the workforce may access DHCS PHI or PI, a thorough background check of that worker must be conducted, with evaluation of the results to assure that there is no indication that the worker may present a risk to the security or integrity of confidential data or a risk for theft or misuse of confidential data. The Contractor shall retain each workforce member's background check documentation for a period of three (3) years following contract termination.

II. Technical Security Controls

- A. *Workstation/Laptop encryption.*** All workstations and laptops that process and/or store DHCS PHI or PI must be encrypted using a FIPS 140-2 certified algorithm which is 128bit or higher, such as Advanced Encryption Standard (AES). The encryption solution must be full disk unless approved by the DHCS Information Security Office.
- B. *Server Security.*** Servers containing unencrypted DHCS PHI or PI must have sufficient administrative, physical, and technical controls in place to protect that data, based upon a risk assessment/system security review.
- C. *Minimum Necessary.*** Only the minimum necessary amount of DHCS PHI or PI required to perform necessary business functions may be copied, downloaded, or exported.
- D. *Removable media devices.*** All electronic files that contain DHCS PHI or PI data must be encrypted when stored on any removable media or portable device (i.e. USB thumb drives, floppies, CD/DVD, Blackberry, backup tapes etc.). Encryption must be a FIPS 140-2 certified algorithm which is 128bit or higher, such as AES.
- E. *Antivirus software.*** All workstations, laptops and other systems that process and/or store DHCS PHI or PI must install and actively use comprehensive anti-virus software solution with automatic updates scheduled at least daily.
- F. *Patch Management.*** All workstations, laptops and other systems that process and/or store DHCS PHI or PI must have critical security patches applied, with system reboot if necessary. There must be a documented patch management process which determines installation

timeframe based on risk assessment and vendor recommendations. At a maximum, all applicable patches must be installed within 30 days of vendor release.

- G. *User IDs and Password Controls.*** All users must be issued a unique user name for accessing DHCS PHI or PI. Username must be promptly disabled, deleted, or the password changed upon the transfer or termination of an employee with knowledge of the password, at maximum within 24 hours. Passwords are not to be shared. Passwords must be at least eight characters and must be a non-dictionary word. Passwords must not be stored in readable format on the computer. Passwords must be changed every 90 days, preferably every 60 days. Passwords must be changed if revealed or compromised. Passwords must be composed of characters from at least three of the following four groups from the standard keyboard:
- Upper case letters (A-Z)
 - Lower case letters (a-z)
 - Arabic numerals (0-9)
 - Non-alphanumeric characters (punctuation symbols)
- H. *Data Destruction.*** When no longer needed, all DHCS PHI or PI must be wiped using the Gutmann or US Department of Defense (DoD) 5220.22-M (7 Pass) standard, or by degaussing. Media may also be physically destroyed in accordance with NIST Special Publication 800-88. Other methods require prior written permission of the DHCS Information Security Office.
- I. *System Timeout.*** The system providing access to DHCS PHI or PI must provide an automatic timeout, requiring re-authentication of the user session after no more than 20 minutes of inactivity.
- J. *Warning Banners.*** All systems providing access to DHCS PHI or PI must display a warning banner stating that data is confidential, systems are logged, and system use is for business purposes only by authorized users. User must be directed to log off the system if they do not agree with these requirements.
- K. *System Logging.*** The system must maintain an automated audit trail which can identify the user or system process which initiates a request for DHCS PHI or PI, or which alters DHCS PHI or PI. The audit trail must be date and time stamped, must log both successful and failed accesses, must be read only, and must be restricted to authorized users. If DHCS PHI or PI is stored in a database, database logging functionality must be enabled. Audit trail data must be archived for at least 3 years after occurrence.
- L. *Access Controls.*** The system providing access to DHCS PHI or PI must use role based access controls for all user authentications, enforcing the principle of least privilege.
- M. *Transmission encryption.*** All data transmissions of DHCS PHI or PI outside the secure internal network must be encrypted using a FIPS 140-2 certified algorithm which is 128bit or higher, such as AES. Encryption can be end to end at the network level, or the data files containing PHI can be encrypted. This requirement pertains to any type of PHI or PI in motion such as website access, file transfer, and E-Mail.
- N. *Intrusion Detection.*** All systems involved in accessing, holding, transporting, and protecting DHCS PHI or PI that are accessible via the Internet must be protected by a comprehensive intrusion detection and prevention solution.

III. Audit Controls

- A. *System Security Review.*** All systems processing and/or storing DHCS PHI or PI must have at least an annual system risk assessment/security review which provides assurance that administrative, physical, and technical controls are functioning effectively and providing adequate levels of protection. Reviews should include vulnerability scanning tools.

- B. *Log Reviews.*** All systems processing and/or storing DHCS PHI or PI must have a routine procedure in place to review system logs for unauthorized access.
- C. *Change Control.*** All systems processing and/or storing DHCS PHI or PI must have a documented change control procedure that ensures separation of duties and protects the confidentiality, integrity and availability of data.

IV. Business Continuity / Disaster Recovery Controls

- A. *Emergency Mode Operation Plan.*** Contractor must establish a documented plan to enable continuation of critical business processes and protection of the security of electronic DHCS PHI or PI in the event of an emergency. Emergency means any circumstance or situation that causes normal computer operations to become unavailable for use in performing the work required under this Agreement for more than 24 hours.
- B. *Data Backup Plan.*** Contractor must have established documented procedures to backup DHCS PHI to maintain retrievable exact copies of DHCS PHI or PI. The plan must include a regular schedule for making backups, storing backups offsite, an inventory of backup media, and an estimate of the amount of time needed to restore DHCS PHI or PI should it be lost. At a minimum, the schedule must be a weekly full backup and monthly offsite storage of DHCS data.

V. Paper Document Controls

- A. *Supervision of Data.*** DHCS PHI or PI in paper form shall not be left unattended at any time, unless it is locked in a file cabinet, file room, desk or office. Unattended means that information is not being observed by an employee authorized to access the information. DHCS PHI or PI in paper form shall not be left unattended at any time in vehicles or planes and shall not be checked in baggage on commercial airplanes.
- B. *Escorting Visitors.*** Visitors to areas where DHCS PHI or PI is contained shall be escorted and DHCS PHI or PI shall be kept out of sight while visitors are in the area.
- C. *Confidential Destruction.*** DHCS PHI or PI must be disposed of through confidential means, such as cross cut shredding and pulverizing.
- D. *Removal of Data.*** DHCS PHI or PI must not be removed from the premises of the Contractor except with express written permission of DHCS.
- E. *Faxing.*** Faxes containing DHCS PHI or PI shall not be left unattended and fax machines shall be in secure areas. Faxes shall contain a confidentiality statement notifying persons receiving faxes in error to destroy them. Fax numbers shall be verified with the intended recipient before sending the fax.
- F. *Mailing.*** Mailings of DHCS PHI or PI shall be sealed and secured from damage or inappropriate viewing of PHI or PI to the extent possible. Mailings which include 500 or more individually identifiable records of DHCS PHI or PI in a single package shall be sent using a tracked mailing method which includes verification of delivery and receipt, unless the prior written permission of DHCS to use another method is obtained.