



INVITATION FOR BIDS

SOLICITATION NO. DHMH OPASS – 12-10716

Issue Date: December 29, 2011

Quality of Life Survey

NOTICE

Prospective Bidders who have received this document from the Department of Health and Mental Hygiene's web site or eMarylandMarketplace.com, or who have received this document from a source other than the Procurement Officer, and who wish to assure receipt of any changes or additional materials related to this IFB, should immediately contact the Procurement Officer and provide their name and mailing address so that amendments to the IFB or other communications can be sent to them.

Minority Business Enterprises are Encouraged to Respond to this Solicitation

STATE OF MARYLAND
NOTICE TO BIDDERS/CONTRACTORS

In order to help us improve the quality of State solicitations, and to make our procurement process more responsive and business friendly, we ask that you take a few minutes and provide comments and suggestions regarding the enclosed solicitation. Please return your comments with your bids. If you have chosen not to bid on this Contract, please fax this completed form to: 410-333-5958 to the attention of the Procurement Officer.

Title: Quality of Life Survey

Solicitation No: DHMH OPASS – 12-10716

1. If you have responded with a "no bid", please indicate the reason(s) below:

- ☐ Other commitments preclude our participation at this time.
- ☐ The subject of the solicitation is not something we ordinarily provide.
- ☐ We are inexperienced in the work/commodities required.
- ☐ Specifications are unclear, too restrictive, etc. (Explain in REMARKS section.)
- ☐ The scope of work is beyond our present capacity.
- ☐ Doing business with Maryland Government is simply too complicated. (Explain in REMARKS section.)
- ☐ We cannot be competitive. (Explain in REMARKS section.)
- ☐ Time allotted for completion of the bid/proposals is insufficient.
- ☐ Start-up time is insufficient.
- ☐ Bonding/Insurance requirements are restrictive. (Explain in REMARKS section.)
- ☐ Bid requirements (other than specifications) are unreasonable or too risky. (Explain in REMARKS section.)
- ☐ MBE requirements. (Explain in REMARKS section.)
- ☐ Prior State of Maryland Contract experience was unprofitable or otherwise unsatisfactory. (Explain in REMARKS section.)
- ☐ Payment schedule too slow.
- ☐ Other: _____

2. If you have submitted a bid, but wish to offer suggestions or express concerns, please use the Remarks section below. (Use reverse or attach additional pages as needed.)

REMARKS: _____

Offeror Name: _____ Date: _____

Contact Person: _____ Phone (____) ____ - _____

Address: _____

KEY INFORMATION SUMMARY SHEET

**STATE OF MARYLAND
DEPARTMENT OF HEALTH AND MENTAL HYGIENE
Invitation for Bids**

Quality of Life Survey

Solicitation Number: DHMH OPASS – 12-10716

IFB Issue Date: Thursday, December 29, 2011

IFB Issuing Office: Maryland Department of Health and Mental Hygiene

Procurement Officer: Sharon R. Gambrill, CPPB
201 W. Preston St., Room 416B
Baltimore, MD 21201
Office Phone: (410) 767-5816
Fax: (410) 333-5958
e-mail: gambrills@dhmh.state.md.us

Contract Officer: Allegra Daye
201 W. Preston St.
Baltimore, MD 21201
Office Phone: (410) 767-5741
Fax: (410) 333-5958
e-mail: adaye@dhmh.state.md.us

Contract Monitor: Amy Daugherty
Developmental Disabilities Administration
201 W. Preston St., Room 417
Baltimore, MD 21201
Office Phone: (410) 767-5586
Fax: (410) 333-7441
e-mail: adaugherty@dhmh.state.md.us

Bids are to be sent to: Maryland Department of Health and Mental Hygiene
Office of Procurement and Support Services
201 W. Preston St., Room 416B
Baltimore, MD 21201
Attention: Sharon Gambrill, Procurement Officer

Pre-Bid Conference: Friday, January 6, 2012 at 10:00 a.m. Local Time
201 W. Preston Street
Lobby Room L-2
Baltimore, MD 21201

Closing Date and Time: Wednesday, January 18, 2012 by 12:00 noon Local Time

MBE Subcontracting Goal: 10%

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SECTION 1 - GENERAL INFORMATION

1.1 Summary Statement

- 1.1.1 The Maryland Department of Health and Mental Hygiene (DHMH), Office of Procurement and Support Services, is issuing this Invitation for Bids (IFB) to obtain a contractor to administer a quality of life survey funded by the Maryland Developmental Disability Administration. Face-to-face adult consumer surveys will be conducted in addition to mail-in surveys of families who have a family member with a disability. During the 15-month contract period, the contractor will do 2 rounds of surveying and data entry of survey results. Round 1 shall be conducted during the first 90 days; from 04/01/2012 through 06/30/2012. The 2nd round of surveys and data entry shall be conducted between 10/01/2012 and 06/30/2013
- 1.1.2 It is the State's intention to obtain services, as specified in this IFB, from a Contract between the successful Bidder and the State.
- 1.1.3 The Department intends to make a single award as a result of this IFB.
- 1.1.4 Bidders, either directly or through their subcontractors, must be able to provide all services and meet all of the requirements requested in this solicitation.

1.2 Abbreviations and Definitions

For purposes of this IFB, the following abbreviations or terms have the meanings indicated below:

- 1.2.1 **Bidder** – An entity that submits a bid in response to this IFB.
- 1.2.2 **COMAR** – Code of Maryland Regulations available on-line at www.dsd.state.md.us
- 1.2.3 **Contract** – The Contract awarded to the successful Bidder pursuant to this IFB. The Contract will be in the form of Attachment A.
- 1.2.4 **Contract Monitor (CM)** – The State representative for this project that is primarily responsible for Contract administration functions, including issuing written direction, contract modification, invoice approval,

compliance with terms and conditions, monitoring this project to ensure compliance with the terms and conditions of the Contract and in achieving on budget/on time/within scope completion of the project.

- 1.2.5 **Contractor** – The selected Bidder that is awarded a Contract by the State.
- 1.2.6 **DHMH or the Department** – Maryland Department of Health and Mental Hygiene.
- 1.2.7 **IFB** – Invitation for Bid.
- 1.2.8 **Local Time** – Time in the Eastern Time Zone as observed by the State of Maryland.
- 1.2.9 **MBE** – A Minority Business Enterprise certified by the Maryland Department of Transportation under COMAR 21.11.03.
- 1.2.10 **National Core Indicators (NCI)** – National Core Indicators (NCI) began in 1997 as a collaborative effort between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). The goal of the program was to encourage and support NASDDDS member agencies to develop a standard set of performance measures that could be used by states to manage quality and across states for making comparisons and setting benchmarks. The core indicators are the foundation for the project. The current set of performance indicators includes approximately 100 consumer, family, systemic, cost, and health and safety outcomes - outcomes that are important to understanding the overall health of public developmental disabilities agencies. Associated with each indicator is a source from which the data is collected. Sources of information include consumer survey (e.g., empowerment and choice issues) family surveys (e.g., satisfaction with supports), provider survey (e.g., staff turnover), and state systems data (e.g., expenditures, mortality, etc.).
- 1.2.11 **Normal State Business Hours** - Normal State business hours are 8:00 a.m. – 5:00 p.m. Monday through Friday except State Holidays, which can be found at: www.dbm.maryland.gov - keyword State Holidays.
- 1.2.12 **Online Data Entry System (ODESA)** – NCI’s on-line data entry system. The contractor is responsible for inputting responses to face-to-face surveys and mail-in surveys into this web-based data entry system.
- 1.2.13 **Procurement Officer** – The State representative for the resulting Contract. The Procurement Officer is responsible for the Contract and is the only State representative that can authorize changes to the Contract. DHMH may change the Procurement Officer at any time by written notice to the Contractor.
- 1.2.14 **State** – “State” means the State of Maryland.

1.3 Contract Type

The Contract(s) resulting from this IFB shall be a firm fixed price contract in accordance with COMAR 21.06.03.02A(1).

1.4 Contract Duration

The Contract resulting from this IFB shall be for a period of fifteen months beginning on or about April 1, 2012 and ending June 30, 2013. There shall be one (1) one (1) year option period, which may be exercised in the sole discretion of DHMH, for the period beginning on or about July 1, 2013 and ending June 30, 2014. The option year may be exercised for the purpose of administering additional surveys with the same requirements of Part 2 of this contract.

The Contractor shall provide services upon receipt of a Notice to Proceed from the Contract Monitor.

1.5 Procurement Officer

The sole point of contact in the State for purposes of this IFB prior to the award of any Contract is the Procurement Officer at the address listed below:

Sharon R. Gambrill, CPPB
Maryland Department of Health and Mental Hygiene
Office of Procurement and Support Services
201 West Preston Street – Room 416B
Baltimore, Maryland 21201
Phone Number: 410-767-5816
Fax Number: 410-333-5958
E-mail: gambrills@dhmh.state.md.us

DHMH may change the Procurement Officer at any time by written notice.

1.6 Contract Monitor

The Contract Monitor is:

Amy Daugherty
Maryland Department of Health and Mental Hygiene
Developmental Disabilities Administration
201 W. Preston St., Room 417
Baltimore, MD 21201
Office Phone: (410) 767-5586
Fax: (410) 333-7441
email: adaugherty@dhmh.state.md.us

DHMH may change the Contract Monitor at any time by written notice.

1.7 Pre-Bid Conference

A pre-bid conference (Conference) will be held on Friday, January 6, 2012, beginning at 10:00 a.m. Local time, at 201 W. Preston Street, Lobby Room L-2, Baltimore, MD 21201. Attendance at the pre-bid conference is not mandatory, but all interested Bidders are encouraged to attend in order to facilitate better preparation of their bids.

The Pre-Bid Conference will be summarized. As promptly as is feasible subsequent to the Pre-Bid Conference, a summary of the Pre-Bid Conference and all questions and answers known at that time will be distributed to all prospective Bidders known to have received a copy of this IFB.

In order to assure adequate seating and other accommodations at the Pre-Bid Conference, please e-mail, mail or fax at (410) 767-5850 the Pre-Bid Conference Response Form to the attention of the Contract Monitor with such notice no later than 2:00 PM on Tuesday, January 3, 2011. The Pre-Bid Conference Response Form is included as Attachment E to this IFB. In addition, if there is a need for sign language interpretation and/or other special accommodations due to a disability, please call no later than Tuesday, January 3, 2011. DHMH will make a reasonable effort to provide such special accommodation.

1.8 eMarylandMarketplace

Each Bidder must indicate their eMaryland Marketplace (eMM) vendor number in the Transmittal Letter (cover letter) submitted at the time of their Bid submission to this IFB.

eMM is an electronic commerce system administered by the Maryland Department of General Services. In addition to using the DHMH web site (<http://www.dhmh.md.gov/procumnt/procopps.html>) and other means for transmitting the IFB and associated materials, the solicitation and summary of the pre-bid conference, Bidder questions and the

Procurement Officer's responses, addenda, and other solicitation related information will be provided via eMaryland Marketplace.

In order to receive a contract award, a vendor must be registered on eMaryland Marketplace (eMM). Registration is free. Go here to register: <https://ebidmarketplace.com/>. Click on "Registration" to begin the process and follow the prompts.

1.9 Questions

Written questions from prospective Bidders will be accepted by the Procurement Officer prior to the pre-bid conference. Please questions to:

Sharon Gambrell, Procurement Officer at gambrells@dhmh.state.md.us

With Copy to:

Allegra Daye, Contract Officer adaye@dhmh.state.md.us

Michael Weinfield, Chief, Budget Management and Procurement mweinfield@dhmh.state.md.us

If possible and appropriate, such questions will be answered at the pre-bid conference. (No substantive question will be answered prior to the pre-bid conference.)

Questions may be submitted by mail, facsimile, or preferably, by e-mail to the Procurement Officer and the above referenced individuals. Questions, both oral and written, will also be accepted from prospective Bidders attending the Pre-Bid Conference. If possible and appropriate, these questions will be answered at the Pre-Bid Conference.

Questions will also be accepted subsequent to the Pre-Bid Conference and should be submitted in a timely manner prior to the bid due date to the Procurement Officer. Time permitting, answers to all substantive questions that have not previously been answered, and are not clearly specific only to the requestor, will be distributed to all vendors who are known to have received a copy of the IFB.

1.10 Bids Due (Closing) Date

The bids must be received by the Procurement Officer, at the address listed in Section 1.5, no later than 12:00 noon Local Time on Wednesday, January 18, 2012 in order to be considered.

Requests for extension of this time or date will not be granted. Bidders mailing proposals should allow sufficient mail delivery time to ensure timely receipt by the Contract Monitor. Except as provided in COMAR 21.05.03.02, bids received after the due time/date, Wednesday, January 18, 2012 at 12:00 noon Local Time will not be considered.

Bids may be modified or withdrawn by written notice received by the Procurement Officer before the time and date set for the opening.

Bids may not be submitted by e-mail or facsimile.

1.11 Duration of Offer

Bids submitted in response to this IFB are irrevocable for 120 days following the closing date of the bids. This period may be extended at the Procurement Officer's request only with the Bidder's written agreement.

1.12 Revisions to the IFB

If it becomes necessary to revise this IFB before the due date for bids, amendments will be provided to all prospective Bidders who were sent this IFB or otherwise are known by the Procurement Officer to have obtained this IFB. In

addition, amendments to the IFB will be posted on the DHMH Current Procurements web page and through eMarylandMarketplace. Amendments made after the due date for bids will be sent only to those Bidders who submitted a timely bid.

Acknowledgment of the receipt of all amendments to this IFB issued before the bid due date must accompany the bid in the Transmittal Letter accompanying the Bid. Acknowledgement of the receipt of amendments to the IFB issued after the bid due date shall be in the manner specified in the amendment notice. Failure to acknowledge receipt of amendments does not relieve the Bidder from complying with all terms of any such amendment.

1.13 Cancellations

The State reserves the right to cancel this IFB, accept or reject any and all bids, in whole or in part, received in response to this IFB.

1.14 Incurred Expenses

The State will not be responsible for any costs incurred by any Bidder in preparing and submitting a bid or in performing any other activities relative to this solicitation.

1.15 Protest/Disputes

Any protest or dispute related respectively to this solicitation or the resulting Contract shall be subject to the provisions of COMAR 21.10 (Administrative and Civil Remedies).

1.16 Bidder Responsibilities

The selected Bidder shall be responsible for all products and services required by this IFB. All subcontractors must be identified and a complete description of their role relative to the bid must be included in the bid. Additional information regarding MBE subcontractors is provided under subsection 1.20 below. If a Bidder that seeks to perform or provide the services required by this IFB is a subsidiary of another entity, all information submitted by the Bidder, such as but not limited to, references and financial reports, shall pertain exclusively to the Bidder, unless the parent organization will guarantee the performance of the subsidiary. If applicable, the Bidder's bid must contain an explicit statement that the parent organization will guarantee the performance of the subsidiary.

1.17 Mandatory Contractual Terms

By submitting a Bid in response to this IFB, a Bidder, if selected for award, shall be deemed to have accepted the terms of this IFB and the Contract, attached as Attachment A. Any exceptions to this IFB or the Contract must be clearly identified prior to the award of the contract. Changes to the solicitation or Contract made by the Bidder shall result in bid rejection.

1.18 Bid/Proposal Affidavit

A bid submitted by a Bidder must be accompanied by a completed Bid/Proposal Affidavit. A copy of this Affidavit is included as Attachment B of this IFB.

1.19 Contract Affidavit

All Bidders are advised that if a Contract is awarded as a result of this solicitation, the successful Bidder will be required to complete a Contract Affidavit. A copy of this Affidavit is included for informational purposes as

Attachment C of this IFB. This Affidavit must be provided within five business days of notification of proposed Contract award, however, to expedite processing, we suggest that this document be completed and submitted with the Bid.

1.20 Minority Business Enterprises

A minimum overall MBE subcontractor participation goal of **10%** has been established for the services resulting from this contract.

1.20.1 Attachment D – Minority Business Enterprise Participation, Instructions and Forms are provided to assist Bidders. A bidder must include with its bid a completed *Certified MBE Utilization and Fair Solicitation Affidavit (Attachment D1)* whereby:

- (a) The bidder acknowledges the certified MBE participation goal or requests a waiver, commits to make a good faith effort to achieve the goal, and affirms that MBE subcontractors were treated fairly in the solicitation process; and
- (b) The bidder responds to the expected degree of Minority Business Enterprise participation as stated in the solicitation, by identifying the specific commitment of certified MBEs at the time of submission. The bidder shall specify the percentage of contract value associated with each MBE subcontractor identified on the MBE Participation Schedule.

If a bidder fails to submit a completed Attachment D1 with the bid or offer as required, the Procurement Officer shall deem the bid non-responsive and consider the next lowest bid.

1.20.2 Bidders are responsible for verifying that the MBE(s) selected to meet the subcontracting requirement and subsequently identified in Attachment D-1 is appropriately certified and has the correct NAICS codes allowing it to perform the intended work. The MDOT MBE Directory may be found on the Web at: <http://mbe.md.state.md.us/directory/>. See 1.20.5 below.

1.20.3 If the apparent awardee believes a waiver (in whole or in part) of the overall MBE goal, or of any sub goal, is necessary, it must submit a fully documented waiver request that complies with COMAR 21.11.03.11 either with the Bid or at the latest, within 10 days from notification that it is the apparent awardee.

1.20.4 Within 10 working days from notification that it is the apparent awardee or from the date of the actual award, whichever is earlier, the bidder must provide the following documentation to the Contract Monitor.

- (a) Outreach Efforts Compliance Statement (Attachment D2)
- (b) Subcontractor Project Participation Statement (Attachment D3)
- (c) Any other documentation required by the Procurement Officer to ascertain bidder or offeror responsibility in connection with the certified MBE participation goal.

If the apparent awardee fails to return each completed document within the required time, the Procurement Officer may determine that the apparent awardee is not responsible and therefore not eligible for contract award. If the contract has already been awarded, the award is voidable.

1.20.5 A current directory of certified Minority Business Enterprises is available through the Maryland State Department of Transportation, Office of Minority Business Enterprise, 7201 Corporate Center Drive Maryland 21076. The phone number is 410-865-1269. The directory is also available on the Web at <http://www.md.state.md.us>. The most current and up-to-date information on Minority Business Enterprises is available via this website.

1.20.6 The Contractor once awarded a contract will be responsible for submitting, or requiring its subcontractor(s) to submit the following forms to provide the State with ongoing monitoring of MBE Participation:

- (a) D-4 (MBE Participation Prime Contract Paid/Unpaid MBE Invoice Report)
- (b) D-5 (MBE Subcontractor/Contractor Unpaid MBE Invoice Report)

1.21 Arrearages

By submitting a response to this solicitation, each Bidder represents that it is not in arrears in the payment of any obligations due and owing the State, including the payment of taxes and employee benefits, and that it shall not become so in arrears during the term of the Contract if selected for Contract award.

1.22 Procurement Method

This Contract will be awarded in accordance with the Competitive Sealed Bidding method at COMAR 21.05.02.

1.23 Verification of Registration and Tax Payment

Before a corporation can do business in the State it must be registered with the Department of Assessments and Taxation, State Office Building, Room 803, 301 West Preston Street, Baltimore, Maryland 21201. It is strongly recommended that any potential Bidder complete registration prior to the due date for receipt of proposals. A Bidder's failure to complete registration with the Department of Assessments and Taxation may disqualify an otherwise successful Bidder from final consideration and recommendation for Contract award.

1.24 False Statements

Bidders are advised that the Maryland Code Annotated, State Finance and Procurement Article, § 11-205.1 provides as follows:

1.25.1 In connection with a procurement contract a person may not willfully:

- (a) Falsify, conceal, or suppress a material fact by any scheme or device;
- (b) Make a false or fraudulent statement or representation of a material fact; or
- (c) Use a false writing or document that contains a false or fraudulent statement or entry of a material fact.

1.25.2 A person may not aid or conspire with another person to commit an act under subsection (1) of this section.

1.25.3 A person who violates any provision of this section is guilty of a felony and on conviction is subject to a fine not exceeding \$20,000 or imprisonment not exceeding five years or both.

1.25 Payments by Electronic Funds Transfer

By submitting a response to this solicitation, the Bidder agrees to accept payments by electronic funds transfer unless the State Comptroller's Office grants an exemption (mandatory for all procurements exceeding \$100,000). The selected Bidder shall register using the COT/GAD X-10 Vendor Electronic Funds (EFT) Registration Request Form. Any request for exemption must be submitted to the State Comptroller's Office for approval at the address specified on the COT/GAD X-10 form and must include the business identification information as stated on the form and include the reason for the exemption. The COT/GAD X-10 form in PDF format may be downloaded off the Comptroller's Office Web site at: http://compnet.comp.state.md.us/General_Accounting_Division/Static_Files/gadx-10.pdf.

1.26 Prompt Payment Policy

This procurement and the contracts to be awarded pursuant to this solicitation are subject to the Prompt Payment Policy Directive issued by the Governor's Office of Minority Affairs and dated August 1, 2008. Promulgated pursuant to the Md. Code Ann., State Finance and Procurement Article, §§ 11-201, 13-205(a), and Title 14, Subtitle 3, and Code of Maryland Regulations (COMAR) 21.01.01.03 and 21.11.03.01 et seq., the Directive seeks to ensure the prompt payment of all subcontractors on non-construction procurement contracts. The successful Bidder to this solicitation who is awarded a contract must comply with the prompt payment requirements outlined in the Contract, sub-section 31-Prompt Payment. Additional information is available on GOMA's Web site at: http://www.mdminoritybusiness.com/documents/PROMPTPAYMENTFAQs_000.pdf.

1.27 Living Wage Requirements

A solicitation for services resulting in a State contract valued at \$100,000 or more may be subject to the Living Wage Law, Md. Code Ann., State Finance and Procurement Article, Title 18. Contractors and Subcontractors subject to this law shall pay each covered employee no less than the hourly wage established by the Maryland Department of Labor (DLLR), Licensing and Regulation's Division of Labor and Industry (DLI) (see <http://www.dllr.state.md.us/labor/prev/livingwage.shtml>). Bidders submitting bids of \$100,000 or more, including option years, should complete and submit the Maryland Living Wage Affidavit of Agreement (Attachment G-1). If the Bidder fails to complete and submit the required Living Wage documentation, the State may determine the Bidder to be not responsible.

The contract resulting from this solicitation will be deemed to be a Tier 1 or a Tier 2 contract depending on the location(s) from which the Contractor provides 50% or more of the services. If the Contractor provides 50% or more of the services from a location(s) in a Tier 1 jurisdiction(s) the contract will be a Tier 1 contract. If the Contractor provides 50% or more of the services from a location(s) in a Tier 2 jurisdiction(s), the contract will be a Tier 2 contract. The Tier 1 Area includes Montgomery, Prince George's, Howard, Anne Arundel, and Baltimore Counties, and Baltimore City. The Tier 2 Area includes any county in the State not included in the Tier 1 Area. If the employees who perform the services are not located in the State, the head of the unit responsible for a State Contract pursuant to §18-102 (d) shall assign the tier based upon where the recipients of the services are located. The Bidder must identify in their Bid the location(s) from which services will be provided.

Living Wage rates are adjusted annually, based on the Consumer Price Index, and are published by DLI 90 days from the end of the State fiscal year (June 30). Prospective Bidders are advised that the contract(s) resulting from this solicitation will not at any time be modified to increase payment to the contractor because of increases in the Living Wage rate.

Additional information regarding Maryland's Living Wage Law is contained in the Living Wage Requirements for Service Contracts (Attachment G) and by going to the Division of Labor and Industry's Website at <http://www.dllr.state.md.us/labor/> and clicking on Living Wage

1.28 Federal Funding Acknowledgement

- 1.28.1 There ☐ are / X ☐ are not programmatic conditions that apply to this contract, regardless of the type of funding.
- 1.28.2 The total amount of Federal funds allocated for the Developmental Disabilities Administration is \$330,687,892 in Maryland State fiscal year 2012. This represents 42% of all funds budgeted for the unit in that fiscal year. This does not necessarily represent the amount of funding available for any particular grant, contract, or Invitation for Bid.

- 1.28.3 This contract X ☐ does / ☐ does not contain federal funds. The source of these federal funds is: Medicaid The CFDA number is: 93.777, Medical Assistance Program The conditions that apply to all federal funds awarded by the Department are contained in Federal Funds Attachment J. Acceptance of this agreement indicates your intent to comply with all conditions, which are part of this agreement.

1.29 Conflict of Interest Affidavit and Disclosure

All Bidders are advised that if a Contract is awarded as a result of this solicitation, the successful Contractor's personnel and each of the participating subcontractor personnel shall be required to complete agreements such as Attachment H Conflict of Interest Affidavit and Disclosure. For policies and procedures applying specifically to Conflict of Interests, the Contract is governed by COMAR 21.05.08.08.

1.30 Non-Disclosure Agreement

All Bidders are advised that this solicitation and any resultant Contract(s) are subject to the terms of the Non-Disclosure Agreement (NDA) contained in this solicitation as Attachment L. Bidders shall complete and sign the NDA (Attachment L) and submit it with their Bid.

1.31 HIPAA - Business Associate Agreement

Based on the determination by DHMH that the functions to be performed in accordance with Section 2 of this IFB constitute Business Associate functions as defined in HIPAA, the bidder shall execute a business associate agreement as required by HIPAA regulations at 45 CFR §164.501 and set forth in Appendix . The fully executed business associate agreement must be submitted within 10 working days after notification of award or award of contract, whichever is earlier. Should the Business Associate Agreement not be submitted upon expiration of the ten-day period as required by this solicitation, the Procurement Officer, upon review of the Office of the Attorney General and approval of the Secretary, may withdraw the recommendation for award and make the award to the next lowest bidder.

1.35 Electronic Procurements Authorized

- A Under COMAR 21.03.05, unless otherwise prohibited by law, the Department of Health & Mental Hygiene (DHMH) may conduct procurement transactions by electronic means, including the solicitation, bidding, award, execution, and administration of a contract, as provided in the Maryland Uniform Electronic Transactions Act, Commercial Law Article, Title 21, Annotated Code of Maryland.
- B. Participation in the solicitation process on a procurement contract for which electronic means has been authorized shall constitute consent by the bidder/offeree to conduct by electronic means all elements of the procurement of that Contract which are specifically authorized under the RFP or the Contract.
- C. "Electronic means" refers to exchanges or communications using electronic, digital, magnetic, wireless, optical, electromagnetic, or other means of electronically conducting transactions. Electronic means includes facsimile, electronic mail, internet-based communications, electronic funds transfer, specific electronic bidding platforms (e.g. eMarylandMarketplace.com), and electronic data interchange.
- D. In addition to specific electronic transactions specifically authorized in other sections of this RFP (e.g. §1.30 related to EFT) and subject to the exclusions noted in section E of this subsection, the following transactions are authorized to be conducted by electronic means on the terms described:
 - 1. The Procurement Officer may conduct the procurement using eMarylandMarketplace, e-mail or facsimile to issue:
 - (a) the solicitation (e.g. the RFP);
 - (b) any amendments;

- (c) pre-proposal conference documents;
- (d) questions and responses;
- (e) communications regarding the solicitation or proposal to any Offeror or potential Offeror including requests for clarification, explanation, or removal of elements of an Offeror's proposal deemed not acceptable;
- (f) notices of award selection or non-selection; and
- (g) the Procurement Officer's decision on any protest or Contract claim.

2. An Offeror or potential Offeror may use e-mail or facsimile to:

- (a) ask questions regarding the solicitation;
- (b) reply to any material received from the Procurement Officer by electronic means that includes a Procurement Officer's request or direction to reply by e-mail or facsimile, but only on the terms specifically approved and directed by the Procurement Officer;
- (c) request a debriefing; or,
- (d) submit a "No Bid Response" to the solicitation.

3. The Procurement Officer, the State's Contract Monitor and the Contractor may conduct day-to-day Contract administration, except as outlined in section 5 of this subsection utilizing e-mail, facsimile or other electronic means if authorized by the Procurement Officer or Contract Manager.

E. The following transactions related to this procurement and any Contract awarded pursuant to it are *not authorized* to be conducted by electronic means:

- 1. submission of initial bids or proposals;
- 2. filing of protests;
- 3. filing of Contract claims;
- 4. submission of documents determined by DBM to require original signatures (e.g. Contract execution, Contract modifications, etc); or
- 5. any transaction, submission, or communication where the Procurement Officer has specifically directed that a response from the Contractor, Bidder or Offeror be provided in writing or hard copy.

F. Any facsimile or electronic mail transmission is only authorized to the facsimile numbers or electronic mail addresses for the identified person as provided in the RFP, the Contract, or in the direction from the Procurement Officer or Contract Monitor.

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SECTION 2 – SCOPE OF WORK

2.1 Purpose

2.1.1 The State is issuing this solicitation for the purposes outlined in Section 1.1 of this IFB.

2.2 Scope of Work - Requirements

The Contractor shall perform face-to-face adult consumer surveys in addition to mail-in surveys of families who have a family member with a disability. The Contractor shall enter survey into a web-based data entry system (ODESA). The Contract shall compare data obtained from survey questions 1-59 (included in Attachment L) to historical data obtained through an identical survey administered during previous fiscal years. During the 15-month contract period, the Contractor shall do two (2) rounds of surveying and data entry of survey results. One round ("Part I") is during fiscal year 2012 where the work of the contract associated with FY12 shall be conducted from 04/01/2012 until 06/30/2012. The second round of surveys and data entry pertaining to fiscal year 2013 ("Part II") shall be conducted between 10/01/2012 and 06/30/2013. An advisory group that will evaluate the process and make recommendations shall be created by the Contractor.

Within one week after the contract is awarded, the Contractor shall schedule a meeting with the Department to finalize the work plan for the first quarter. The Contractor procedure manual (2.2.3.8) shall be submitted to the Department within 30 days of contract award, however, planning and implementation activities shall begin as soon as the contract is awarded and occur concurrently with the work plan. Following the initial first quarter schedule, subsequent implementation strategies will include input from the advisory group (2.2.3.9). A work plan describing how the Contractor will administer face-to-face and mail-in surveys during FY 13 shall be submitted to the Department by August 15, 2012. The work plan [with proposed tasks and deliverables] will describe the work to be done between 09/01/2012 and 06/30/2013 with clear deliverables due for each month.

Responsible Party	Activity	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
Contractor	Schedule a meeting with Department	4/6/2012														
DHMH	Provide a List of 6000 Families to Receive Mail Surveys	4/13/2012														
DHMH	Provide a List of 1000 Names for Face to Face Surveys	4/13/2012														
DHMH	In conjunction with NASDDDS and HSRI, Provide Orientation Training to Contractor	4/30/2012														
Contractor	Submit Work Plan and Procedural Manual to DHMH for Approval	4/30/2012														
DHMH	Provide Documentation of Disposition of Manual to Contractor		5/11/2012													
Contractor	Complete 400 Face to Face Surveys	4/1/12-6/30/12														
Contractor	Enter Data from 400 Face to Face Surveys into ODESA	4/1/12-6/30/12														
Contractor	Mail 3000 Surveys to Families	4/1/12-5/1/12														
Contractor	Track the Rate of Survey Return to Determine Rate of Response (≥1200 or 40%)	4/1/12-6/1/12														
Contractor	Enter Data from 1200-3000 Mail-in Surveys into ODESA	4/1/12-6/30/12														
Contractor	Convene an Advisory Group		Begin 5/15/2011 and continue for duration of the contract													
Contractor	If less than 40% of Family Surveys Have Been Returned Contact Non-responsive Families			6/8/2012												
Contractor	Complete Data Input for Phase I			6/30/2012												
Contractor	Submit a Work plan for Phase II (FY 2013) to DDA					8/15/2012										
Contractor	Complete 600 Face to Face Surveys							10/01/2012-03/31/2013								
Contractor	Enter Data from 600 Face to Face Surveys into ODESA							10/01/2012-05/30/2013								
Contractor	Mail 3000 Surveys to Families							10/01/2012-03/31/2013								
Contractor	Track the Rate of Survey Return to Determine Rate of Response (≥1200 or 40%)							10/01/2012-04/15/2013								
Contractor	Enter Data from 1200-3000 Mail-in Surveys into ODESA							10/01/2012-05/30/2013								
Contractor	If less than 40% of Family Surveys Have Been Returned Contact Non-responsive Families													4/30/2013		
Contractor	Complete Data Input for Phase II															6/30/2013

2.2.1 Survey Sample

2.2.1.1 **Face-to-face surveys:** Within 10 business days after the contract is awarded, DHMH will provide the Contractor with a list of 1000 people to be surveyed during the base term of this contract.

2.2.1.1.1 **Part I:** By June 30, 2012, the Contractor shall complete 400 interviews of people from this list using a standard survey/interview instrument that includes the questions included in Attachment L.

2.2.1.1.2 **Part II:** Between October 1, 2012 and March 30, 2013 the Contractor shall interview the remaining 600 people. DHMH will provide the Contractor with a list of alternate names to use in the event the person receiving DDA-funded services is unwilling or unable to complete the face-to-face adult consumer survey.

2.2.1.2 **Surveys of families who have a family member with a disability:** Within 10 business days after the contract is awarded, DHMH will provide the Contractor with a list of 6,000 families to receive a standard survey by mail.

2.2.1.2.1 **Part I:** By no later than May 1, 2012, the Contractor shall mail 3,000 surveys to families with instructions for the families to return the completed survey to the Contractor by mail. The minimum return rate on the initial mailing of 3,000 surveys shall be at least 40%, which would yield 1,200 responses. If the Contractor does not have a 40% return rate by June 1, 2012, by June 8, 2012, the Contractor shall initiate telephone or mail follow up contact with families that did not respond with a completed survey. The Department will work with the Contractor to draft a follow up letter signed by the DDA Director. Ultimately it is the responsibility of the Contractor to implement follow up activities that will yield a return rate of $\geq 40\%$. The Contractor is responsible for all costs associated with printing and mailing these surveys, including any necessary follow-up.

2.2.1.2.2 **Part II:** Between October 1, 2012 and March 30, 2013 the Contractor shall mail the standard survey to the remaining 3,000 families with instructions for the families to return the completed survey to the Contractor by mail. The minimum return rate on the mailing of 3,000 surveys is required to be at least 40%, which would yield 1,200 responses. If the Contractor does not have a 40% return rate by April 15, 2013, by April 30, 2013, the Contractor shall initiate follow up contact with families that did not respond with a completed survey. The Department will work with the Contractor to draft a follow up letter signed by the DDA Director. Ultimately it is the responsibility of the Contractor to implement follow up activities that will yield a return rate of $\geq 40\%$. The Contractor is responsible for all costs associated with printing and mailing these surveys, including any necessary follow-up.

2.2.2 Survey Instrument

2.2.1.1 **Face-to-face surveys:** DHMH will provide the Contractor with a standard survey/interview instrument based upon a combination of DHMH's current survey questions and the National Core Indicators (NCI). (See Attachment L "Survey Instruments.") During this contract, the Contractor shall use the standard survey to obtain information directly from 1000 adults with developmental disabilities concerning the extent to which the services they receive result in outcomes that are valued by people receiving DDA-funded services. A copy of the form used by the current vendor is included in Attachment L. A list of the current National Core Indicators (NCI) are included as Attachment L. At a minimum, the survey instrument used by the Contractor shall incorporate all current survey questions and all NCIs.

2.2.1.2 **Surveys of families who have a family member with a disability:** DHMH will provide the Contractor with three distinct survey instruments for families who have a family member with a disability: (a) a survey of families who have an adult family member with a developmental disability who lives with them; (b) a survey of families/guardians whose adult family member with a developmental disability is in residential placement; and, (c) a survey of families who have a child with a developmental disability who lives with them. The

Contractor shall solicit information directly from 6,000 families concerning Maryland DDA's responsiveness to their needs, quality of services, and their overall satisfaction.

2.2.1.3 The Contractor shall contact DHMH's Institutional Review Board¹ to obtain approval of the survey instruments.

2.2.3 Assessment/Administration of the survey

2.2.3.1 A majority (>50%) of the interviewers employed by the Contractor shall be people with developmental disabilities. All interviewers must be trained so that there is 85% inter rater reliability.

2.2.3.2 DHMH, in conjunction with the National Association of State Directors of Developmental Disabilities Services (NASDDDS)/ Human Services Research Institute (HSRI) Project Team, will provide orientation to the Contractor, provide interviewer training, describe the operation of the web-based data entry system (ODESA), and offer additional information on the project. The Contractor's employees shall participate in this training within 30 days of contract award.

2.2.3.3 DDA funds services that support people with developmental disabilities throughout the state of Maryland. The DDA divides the state into four regions: Central (includes Anne Arundel, Baltimore, Howard and Harford Counties and Baltimore City); Eastern (includes Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico, Worcester Counties); Southern (includes Calvert, Charles, Montgomery, Prince George's, and St. Mary's Counties); and Western (includes Allegany, Carroll, Frederick, Garrett, and Washington Counties). DHMH will provide the contractor with a list of all DDA-licensed providers. The Contractor shall conduct face-to-face interviews with people served by agencies that represent each of DDA's four regions.

2.2.3.4 **Face-to-face surveys:** The Contractor shall schedule interviews with adults with developmental disabilities. The interview shall be conducted at a time and location that is convenient to the interviewee. Each person must be their own respondent. Proxy interviews are not permitted in lieu of face-to-face interviews with consumers of DDA-funded services. This survey includes the face-to-face interview with a person receiving DDA-funded services plus the collection of background information from records². The Contractor shall carry out periodic inter-rater reliability assessments to insure consistency in data collection. The number of required face-to-face surveys and timeframes associated with face-to-face surveys are outlined in section 2.2.1 Survey Sample.

2.2.3.5 The Contractor shall enter data from the Face-to-face surveys into NCI's online data entry system (ODESA) web-based data entry system.

2.2.3.5.1 **Part I:** The Contractor must enter data from 400 interviews into ODESA prior to June 30, 2012.

2.2.3.5.2 **Part II:** The 600 interviews conducted between October 1, 2012 and March 30, 2013 must be entered into ODESA on or before May 30, 2013.

2.2.3.6 **Surveys of families who have a family member with a disability:** The Contractor shall mail surveys to families with instructions for the families to return the completed survey to the contractor by mail. Postage to mail the surveys and return postage from families who have a family member with a disability will be the

¹ The Maryland Department of Health and Mental Hygiene (DHMH) Institutional Review Board (IRB) is responsible for reviewing and approving all proposed research projects involving human subjects, covered by 45 Code of Federal Regulations (CFR) Part 46, occurring in any DHMH facility. Projects involving data collection in which there is identifiable linkage to the subject or involving physical, social, psychological, or privacy risks to the subject require IRB review. The IRB is charged with the responsibility of determining if a project qualifies as being exempt from IRB review requirements. More information can be found on the IRB at: <http://dhmh.maryland.gov/oig/irb/>.

² Licensees maintain records for each individual receiving DDA funding at the site where the individual is being served. Records include a person's identifying information, emergency contact person, names of the individual's next of kin, individual's physician, individual's current diagnosis, and individual plan for services.

responsibility of the Contractor. The Contractor shall distribute mail-in surveys, gather, and process the NCI data.

2.2.3.7 The Contractor shall enter data from the mail-in surveys into NCI's online data entry system (ODESA) web-based data entry system.

2.2.3.7.1 **Part I:** The Contractor must enter data from at least 1200 surveys (40%) into ODESA prior to June 30, 2012.

2.2.3.7.2 **Part II:** Of the 3000 mail-in surveys conducted between October 1, 2012 and March 30, 2013, the contractor must enter at least 1200 surveys (40%) into ODESA on or before May 30, 2013.

2.2.3.8 Administrative requirements of the Contractor include:

- a. At the time of bid, the Contractor shall have a policy that addresses conflict of interests. This policy must be submitted with the bid. Specifically, the policy must indicate how the bidder, if awarded the contract, will ensure independence in the gathering and processing of the survey data and ensure any data collection received from a third party will be sufficiently independent.
- b. Within 30 days of award, the Contractor shall provide a procedural manual that describes:
 - i.) Survey scheduling;
 - ii.) The notification of participant/guardian. Notification shall include the use of a standard form developed by the Contractor that describes the purpose of the interview, obtaining consent from the interviewee and informing the interviewee of the confidentiality of their personal information and responses.
 - iii.) The Interview process, specifically how the Contractor carries out periodic inter-rater reliability assessments to insure consistency in data collection;
 - iv.) The Interview process, specifically how the contractor will address non-response;
 - v.) Tracking of data to assure that the Contractor is averaging at least 65 completed interviews per month;
 - vi.) Sharing of data and information with the Department;
 - vii.) Interviewer training and technical assistance;
 - viii.) Confidentiality and interviewee protection;

The procedural manual will be subject to the written approval of DHMH.

- c. The Contractor shall provide DHMH with a monthly status report. This report is due on the 15th day of every month. The first report is due on the 15th of the second month of this contract and monthly thereafter.

The report shall include the following information:

- i.) Attempts to schedule interviews. The Contractor shall include evidence that reflects method, time period, and response (as applicable) to the Contractor's attempts (e.g. phone, letter);
- ii.) Monthly and total number of interviews completed;
- iii.) Evidence that the interviewees received the following information prior to the interview:
 - Purpose of Interview;
 - Consent to participate; and
 - Confidentiality statement.
- iv.) The number of, and reason for, referrals to appropriate reporting entities per Maryland's DDA Policy on Reportable Incidents³. The Contractor shall follow all State incident reporting procedures and track referrals made to the appropriate State agency upon noting abuse, neglect, misappropriation, and serious health and welfare concerns found during the interview process using Attachment (M) *Abuse Allegation Form*. For the purposes of Attachment (M), the Contractor's "interviewer" is termed "Coordinator" and "human service professional."

³ Maryland's DDA Policy on Reportable Incidents (PORI) is available at: <http://www.ddamaryland.org/ReportableInc/PORI-Feb2008.pdf>

2.2.3.9 Within 45 days of the award of this contract, the Contractor shall create an advisory group that will meet at least every three (3) months for the duration of this contract to review and evaluate the process and interpret the information collected. The group will make recommendations to the Contractor's Project Manager to ensure that the objectives of this contract are achieved. After a baseline of 25% has been developed with some or all of the indicators, the group will develop standards or benchmarks for selected indicators. The role of this group is to review results and suggest new theories and/or hypotheses that can be built into data collection. The advisory group will track the progress toward change and improvement in systems of support for people with developmental disabilities and their families. The indicators will be regularly reviewed by the group to determine whether they are:

- Valid, reliable reflections of the aspects of change that are valued by the DHMH and its constituency;
- Cost effective insofar as the burden of data collection and analysis;
- Sensitive to changes in the system.

The composition of this advisory group shall include a representative from the DDA; the Maryland Center for Developmental Disabilities (University Centers for Excellence in Developmental Disabilities Education, Research, and Service (UCEDD)); the DD Council; provider agencies; People on the Go; advocacy organizations; Resource Coordination; people who receive DDA funded services and family members of people who receive DDA funded services.

Within 60 days of the award of this contract, the Contractor shall submit the roster of group members to DDA for approval.

The Contractor shall:

- a. Take minutes of all advisory meetings and provide the minutes to the Contract Monitor within a week after the meeting, and
- b. Carbon copy the Contract Monitor on any emails or other correspondence from or to the advisory group.

2.2.4 Data analysis and dissemination

2.2.4.1 The Contractor must submit all data in an NCI-Compliant format. The Contractor must use the standard data entry formats and instructions provided by NCI staff for the survey data.

2.2.4.2 The Contractor shall collect all survey items in the background information section (except for those listed as "optional") for the face-to-face survey. The Contractor shall enter raw data and submit complete data files to HSRI in accordance with established timelines.

2.2.4.3 The Contractor shall use a survey instrument that combines the form used by the current vendor with the current National Core Indicators (NCI). NCI data is analyzed by the NASDDDS/HSRI Project team. The Contractor shall compare data (obtained from survey questions 1-59 included in Attachment L) to historical data provided to the Contractor by the DDA. The Contractor shall make a comparison between the results of data collected in FY 12 and compare it to previous years' data. In addition to looking at trends connected to the average quality of life reported by interviewees, the Contractor shall determine if there was an increase or decrease in the percent of people reporting a positive quality of life. The Contractor shall submit a report on data collected between April 1, 2012 and June 30, 2012 to the DDA contract monitor on or before August 31, 2012. The Contractor shall perform identical analysis with data obtained during fiscal year 2013. The Contractor shall submit a report that compiles and analyzes the findings received during interviews conducted between October 1, 2012 and March 30, 2013 to the DDA contract monitor on or before May 30, 2013.

2.2.4.4 The Contractor shall meet as needed but at least every 6 months in person or by teleconference with State staff and others designated by DDA to report on progress in meeting contract deliverables, discuss recommended changes or modifications to the assessment instrument, sampling methodology or data analysis and any other issues pertaining to the implementation of this contract;

2.2.4.5 The Contractor shall provide a final report to the DDA within 90 days of the end of the contract year. The final report shall analyze and summarize the services performed on the project.

2.2.4.6 On the last day of the contract and before final payment, the contractor shall submit all source files, written surveys, survey subject lists, and completed surveys to the Contract Monitor.

2.2.5 Renewal Option

The Option year may be exercised for the purpose of administering additional surveys with the same requirements of Part 2 of this contract. The option year is intended to go from July 1, 2013 to June 30, 2014. If the option is exercised, the Contractor shall conduct all surveys the same as was done during the second round of the base term. During the option year, the Contractor will be required to:

- (a) Complete 600 face-to-face surveys;
- (b) Mail out 3000 surveys to families with instructions for the families to return the completed survey to the Contractor by mail;
- (c) Track the return rate on the mailing of 3,000 surveys to ensure at least 40%, (1,200 responses) are received;
- (d) Follow up with the families to obtain the 40% required rate of return;
- (e) Continue the work of the Advisory Group described in Section 2.2.3.9;

Surveys, both in-person and by mail, should be spread out during the 12-month period. Data from face-to-face and mail-in surveys shall be entered into ODESA during this option year.

2.3 Security Requirements

2.3.1 Employee Identification

- (a) Each person who is an employee or agent of the Contractor or subcontractor shall display his or her company ID badge at all times while on State premises. Upon request of authorized State personnel, each such employee or agent shall provide additional photo identification.
- (b) At all times at any facility, the Contractor's personnel shall cooperate with State site requirements that include but are not limited to being prepared to be escorted at all times, providing information for badge issuance, and wearing the badge in a visual location at all times.

2.3.2 Information Technology

- (a) Contractors shall comply with and adhere to the State IT Security Policy and Standards. These policies may be revised from time to time and the Contractor shall comply with all such revisions. Updated and revised versions of the State IT Policy and Standards are available on-line at: www.doit.maryland.gov – keyword: Security Policy.
- (b) The Contractor shall not connect any of its own equipment to a State LAN/WAN without prior written approval by the State. The contractor shall fill-out any necessary paperwork as directed and coordinated with the CM to obtain approval by the State to connect Contractor-owned equipment to a State LAN/WAN.

2.3.3 Criminal Background Check

The Contractor shall obtain from each prospective employee a signed statement permitting a criminal background check. The Contractor shall secure at its own expense a Maryland State Police and/or FBI background check and shall provide the Department's Contract Monitor with completed checks on all new employees prior to assignment. The Contractor may not hire an employee with criminal record unless prior written approval is obtained from the Department.

2.4 MBE Reports

2.4.1 In the event that there is a MBE Goal, the Contractor and its MBE subcontractors shall provide the following MBE Monthly Reports:

- (a) MBE Report D-4, the Contractor's Invoice Report by the 10th of the month following the reporting period to the Contract Monitor and the MBE Liaison Officer
- (b) MBE Report D-5, the MBE Subcontractor's Invoice Report by the 10th of the month following the reporting period to the Contract Monitor and the MBE Liaison Officer.

2.5 Payment Type

Payments will be made as partial payments as set forth herein. In no case will any payment be viewed as progress payments.

2.6 Invoicing

2.6.1 General

(a) All invoices for services shall be signed by the Contractor and submitted to the Contract Monitor, identified in the Key Information Summary Sheet, and include the following information:

- Contractor name,
- Remittance address,
- Federal taxpayer identification number (or if sole proprietorship individual's social security number),
- Invoice period,
- Invoice date,
- Invoice number,
- State assigned Contract number,
- State assigned (Blanket) Purchase Order number(s),
- Number of interviews completed during current billing period
- Number of Mailed surveys during current billing period
- Total number of interviews completed year to date.
- Number of returned and completed surveys year to date.
- Amount due.

Invoices submitted without the required information can not be processed for payment until the Contractor provides the required information.

(b) The Department reserves the right to reduce or withhold contract payment in the event the contractor does not provide the Department with all required deliverables within the time frame specified in the contract or in the event that the contractor otherwise materially breaches the terms and conditions of the contract until such time as the contractor brings itself into full compliance with the contract. Any action on the part of the Department, or dispute of action by the contractor, shall be in accordance with the provisions of Md. Code Ann. St. Fin. & Proc. §15-215 through §15-223 and with COMAR 21.10.02.

(c) Contractor shall have a process for resolving billing errors.

2.6.2 Invoice Submission Schedule;

The Contractor shall bill for 25% of the base term amount at the start of the contract period (on or before April 1, 2012). The second payment shall be requested after completion and DDA Contract Monitor

acceptance of the work required on or before June 30, 2012. The Contractor shall bill for the second 25% no earlier than 6/30/2012 and no later than 7/31/2012. For work to commence October 1, 2012, the contractor shall bill for the third 25% no earlier than 09/15/2012 and no later than 10/15/2012. The final payment shall be requested after work required during FY13 is completed and accepted by the Contract Monitor (on or before June 30, 2013). The Contractor shall bill for the final 25% no earlier than the date FY13 work is completed and accepted by the Contract Monitor (and no later than 7/31/2012.

If the option is exercised, the Contractor may bill 25% at the beginning of the option, 25% on or before November 1, 2013, 25% on or before March 1, 2014 and the balance upon completion and acceptance of the required work.

2.7 Insurance Requirements

- 2.7.1 The Contractor shall maintain Commercial General Liability Insurance with limits sufficient to cover losses resulting from or arising out of Contractor action or inaction in the performance of the Contract by the Contractor, its agents, servants, employees or subcontractors, but no less than a Combined Single Limit for Bodily Injury, Property Damage and Personal and Advertising Injury Liability of \$1,000,000 per occurrence and \$3,000,000 aggregate.
- 2.7.2 The Contractor shall maintain Errors and Omissions/Professional Liability insurance with minimum limits of \$3,000,000 per occurrence.
- 2.7.3 The Contractor shall maintain Automobile and/or Commercial Truck Insurance as appropriate with Liability, Collision and PIP limits no less than those required by the State where the vehicle(s) is registered but in no case less than those required by the State of Maryland.
- 2.7.4 The Contractor shall maintain Employee Theft Insurance with minimum limits of \$1,000,000 per occurrence.
- 2.7.5 Upon execution of a Contract with the State, Contractor shall provide the Contract Monitor with current certificates of insurance, and shall update such certificates from time to time, as directed by the Contract Monitor. Such copy of the Contractor's current certificate of insurance shall contain at minimum the following:
 - a. Worker's Compensation - The Contractor shall maintain such insurance as necessary and/or as required under Worker's Compensation Acts, the Longshore and Harbor Workers' Compensation Act, and the Federal Employers' Liability Act.
 - b. Commercial General Liability as required in sub-part 2.7.1.
 - c. Errors and Omissions/Professional Liability as required in sub-part 2.7.2.
 - d. Automobile and/or Commercial Truck Insurance as required in sub-part 2.7.3.
 - e. Employee Theft Insurance as required in sub-part 2.7.4.
- 2.7.6 The State shall be named as an additional named insured on the policies with the exception of Worker's Compensation Insurance. Certificates of insurance evidencing coverage shall be provided prior to the commencement of any activities in the Contract. All insurance policies shall be endorsed to include a clause that requires that the insurance carrier provide the Contract Monitor, by certified mail, not less than 60 days advance notice of any non-renewal, cancellation, or expiration. In the event the Contract Monitor receives a notice of non-renewal, the Contractor shall provide the Contract Monitor with an insurance policy from another carrier at least 30 days prior to the expiration of the insurance policy then in effect. All insurance policies shall be with a company licensed by the State to do business and to provide such policies.

2.7.7 The Contractor shall require that any subcontractors obtain and maintain similar levels of insurance and shall provide the Contract Monitor with the same documentation as is required of the Contractor.

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SECTION 3 – BID FORMAT

3.1 One Part Submission

Bidders shall submit three original copies of bids, all minimum qualification documentation, and all Additional Required Submissions (see 3.4 of this Section) in a single sealed envelope.

3.2 Labeling

Each Bidder is required to label the sealed bid. The bid shall bear the IFB title and number, name and address of the Bidder and closing date and time for receipt of the bids.

3.3 Bid Completion

The Bid shall contain all price information in the format specified on the Bid Page (Attachment F). Complete the price sheets only as provided in the Bid Instructions. Do not amend, alter or leave blank any items on the Bid Page. If option years are included, Bidders must submit Bids for each option year. Failure to adhere to any of these instructions may result in the Bid being determined non-responsive and rejected by the Department.

3.4 Additional Required Submissions

3.4.1 Transmittal Letter

A transmittal letter shall accompany the Bid. The purpose of this letter is to transmit the bid and acknowledge the receipt of any addenda. The transmittal letter should be brief and signed by an individual who is authorized to commit the Bidder to the services and requirements as stated in this IFB. See Bidder's responsibilities in Section 1.20.

3.4.2 Completed Bid Page (Attachment F). Submit three copies with original signatures.

3.4.3 Signed Contract (Attachment A). Submit three copies with original signatures.

3.4.4 Completed Bid/Proposal Affidavit (Attachment B). Submit three copies with original signatures.

3.4.5 Completed Contract Affidavit (Attachment C). Submit three copies with original signatures.

3.4.6 Other Attachments (*when appropriate) Submit three copies with original signatures.

- (a) Completed Minority Business Participation Form (Attachments D and D-1)*
- (b) Completed Living Wage Affidavit (Attachment G and G-1)*
- (c) Conflict of Interest Affidavit (Attachment H)*
- (d) Business Associate Agreement (Attachment I)*
- (e) Completed Federal Funds Forms (Attachment J)*
- (f) Non-Disclosure Agreement (Attachment K)*

3.4.7 Other Required Documentation

Failure to provide suitable information may cause the bidder to be determined to be either "not responsive" or "not responsible."

3.4.7.1 References

- (a) Three current references for work of a similar scope and size. Each reference must include name of contact, address, telephone number and, if possible, e-mail address.

N.B. The Department reserves the right to contact and consider references obtained through other means.

- (b) As part of its bid, each Bidder is to provide a list of all contracts with any entity of the State of Maryland that it is currently performing or which have been completed within the last 5 years. For each identified contract, the Bidder is to provide:

- i. The State contracting entity
- ii. A brief description of the services/goods provided
- iii. The dollar value of the contract
- iv. The term of the contract
- v. The State employee contact person (name, title, telephone number and if possible e-mail address)
- vi. Whether the contract was terminated before the end of the term specified in the original contract, including whether any available renewal option was not exercised.

Information obtained regarding the bidder's level of performance on State contracts will be considered as part of the responsibility determination by the Procurement Officer.

3.4.7.2 Financial Capability Statements

The Bidder shall include Financial Statements, specifically, an abbreviated Profit and Loss (P&L) and an abbreviated Balance sheet for the last two years (independently audited preferred).

3.4.7.3 Certificate of Insurance

The Bidder shall provide a copy of the Bidder's current certificate of insurance with the prescribed limits set forth in Section 2.8.

3.4.7.4 Subcontractors

Bidders shall identify all subcontractors, excluding MBEs which are identified separately, and the role these subcontractors will have in the performance of the Contract.

3.4.7.5 Legal Action Summary – Describe:

- (a) Any outstanding legal actions or potential claims against the Bidder;
- (b) Any settled or closed legal actions or claims against the Bidder over the past five years;
- (c) Any judgments against the Bidder within the past five years, including the case name, number, court and final ruling or determination from the court, and;
- (d) The judge and court location in instances where litigation is ongoing and the Bidder has been directed by the court not to disclose information.

3.4.7.6 Conflict of interest policy.

Bidders shall submit a policy that addresses conflict of interest. Specifically, the policy must indicate how the contractor will ensure independence in the gathering and processing of the survey data and ensure any data collection received from a third party will be sufficiently independent.

SECTION 4 - ATTACHMENTS

ATTACHMENT A – STANDARD CONTRACT

DHMH requires that the Contract be signed and submitted with each Bid. Only the successful Bidder's contract will be counter-signed by the Department Secretary's designee. Upon award, a fully ratified copy will be sent to the Contractor.

ATTACHMENT B – BID/PROPOSAL AFFIDAVIT

This document must be completed and submitted with the Bidder's Bid.

ATTACHMENT C – CONTRACT AFFIDAVIT

This document is not required at time of Bid but is requested with Bid to expedite processing. If not received with Bid, Bidder has five working days to submit Affidavit to the Procurement Officer upon notification of "Apparent Winner" status.

ATTACHMENT D – MINORITY BUSINESS ENTERPRISE FORMS

Form D-1 must be completed and submitted with the Bidder's Bid or Bid will be deemed non-responsive and rejected.

ATTACHMENT E – PRE-BID CONFERENCE RESPONSE FORM

It is requested that this form be completed and submitted as described in IFB section 1.7 by those potential Bidders who plan on attending the conference.

ATTACHMENT F – BID PRICING INSTRUCTIONS AND BID PAGE

Bid forms must be completed and submitted with the Bid.

ATTACHMENT G – LIVING WAGE REQUIREMENTS FOR SERVICES CONTRACTS

ATTACHMENT G-1 -- MARYLAND LIVING WAGE REQUIREMENTS AND LIVING WAGE AFFIDAVIT

This document must be completed and submitted with the Bidder's Bid.

ATTACHMENT H – CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE

This document must be completed and submitted with the Bidder's Bid.

ATTACHMENT I – BUSINESS ASSOCIATE AGREEMENT (HIPAA)

This document must be completed and submitted with the Bidder's Bid.

ATTACHMENT J – FEDERAL FUNDING FORMS

This document must be completed and submitted with the Bidder's Bid.

ATTACHMENT K – NON-DISCLOSURE FORM

This document must be completed and submitted with the Bidder's Bid.

ATTACHMENT L – SURVEY INSTRUMENTS (2)

ATTACHMENT M – ABUSE ALLEGATION FORM

This document must be completed and submitted with the Bidder's Bid.

QUALITY OF LIFE SURVEY

THIS CONTRACT (the “Contract”) is made this (day) day of (month) , (year) by and between (contractor's name) and the STATE OF MARYLAND, acting through the DEPARTMENT OF HEALTH AND MENTAL HYGIENE, OFFICE OF PROCUREMENT AND SUPPORT SERVICES.

In consideration of the promises and the covenants herein contained, the parties agree as follows:

1. Definitions

In this Contract, the following words have the meanings indicated:

- 1.1 “Bid” means the Contractor’s Bid dated (date on bid) .
- 1.2 “Contract Monitor” means the Department employee identified in the Key Information Summary Sheet as the Contract Monitor.
- 1.3 “Contractor” means (contractor's name) whose principal business address is (contractor's main address) and whose principal office in Maryland is (contractor's local address) .
- 1.4 “Department” means the Maryland Department of Health and Mental Hygiene.
- 1.5 “IFB” means the Invitation for Bids for (title of IFB) Solicitation # DHMH OPASS (OPASS assigned number) , and any amendments thereto issued in writing by the State.
- 1.6 “Procurement Officer” means the Department employee identified in the Key Information Summary Sheet as the Procurement Officer.
- 1.7 “State” means the State of Maryland.

2. Scope of Work

- 2.1 The Contractor shall provide all deliverables as defined in the IFB Section 2.3. These services shall be provided in accordance with the terms and conditions of this Contract and the following Exhibits, which are attached hereto and incorporated herein by reference. If there is any conflict between this Contract and the Exhibits, the terms of the Contract shall govern. If there is any conflict among the Exhibits, the following order of precedence shall determine the prevailing provision:

Exhibit A – The IFB
Exhibit B – The Bid
Exhibit C – State Contract Affidavit, executed by the Contractor and dated _____

- 2.2 The Procurement Officer may, at any time, by written order, make changes in the work within the general scope of the Contract or the IFB. No other order, statement or conduct of the Procurement Officer or any other person shall be treated as a change or entitle the Contractor to an equitable adjustment under this section. Except as otherwise provided in this Contract, if any change under this section causes an increase or decrease in the Contractor’s cost of, or the time required for, the performance of any part of the work, whether or not changed by the order, an equitable adjustment in the Contract price shall be made and the Contract modified in writing accordingly. The Contractor must assert in writing its right to an adjustment under this section within thirty (30) days of receipt of written change order and shall include a written statement setting forth the nature and cost of such claim. No claim by the Contractor shall be allowed if asserted after final

payment under this Contract. Failure to agree to an adjustment under this section shall be a dispute under the Disputes clause. Nothing in this section shall excuse the Contractor from proceeding with the Contract as changed.

- 2.3 Modifications to this Contract may be made provided (a) the modifications are made in writing; (b) all parties sign the modifications; and (c) approval by the required agencies, as described in COMAR, Title 21, is obtained.

3. Period of Performance.

- 3.1 The Contract resulting from this IFB shall be for a period of 1 years beginning (month, day, year), and ending (month, day, year). The Contractor shall begin provision of services upon receipt of notification of award.
- 3.2 Further, this contract may be extended for 1 period of one year each at the sole discretion of the Department and at the prices quoted in the Bid for Option Years.

4. Consideration and Payment

- 4.1 In consideration of the satisfactory performance of the work set forth in this Contract, the Department shall pay the Contractor in accordance with the terms of this Contract and at the prices quoted on the Bid Page (Attachment F). Unless properly modified (see above sub-section 2.3), payment to the Contractor pursuant to this Contract shall not exceed \$_____.

Contractor shall notify the Contract Monitor, in writing, at least 60 days before payments reach the specified amount. After notification by the Contractor, if the State fails to increase the Contract amount, the Contractor shall have no obligation to perform under this Contract after payments reach the stated amount; provided, however, that, prior to the stated amount being reached, the Contractor shall: (i) promptly consult with the State and work in good faith to establish a plan of action to assure that every reasonable effort has been undertaken by the Contractor to complete State-defined critical work in progress prior to the date the stated amount will be reached; and when applicable, (ii) secure data bases, systems, platforms and/or applications which the Contractor is working on so that no damage or vulnerabilities to any of the same will exist due to the existence of any such unfinished work.

- 4.2 Payments to the Contractor shall be made no later than thirty (30) days after the Department's receipt of a proper invoice for services provided by the Contractor, acceptance by the Department of services provided by the Contractor, and pursuant to the conditions outlined in Section 4 of this Contract. Each invoice for services rendered must include the Contractor's Federal Tax Identification Number which is _____. Charges for late payment of invoices other than as prescribed at Md. Code Ann., State Finance and Procurement Article, § 15-104 are prohibited. Invoices shall be submitted to the Contract Monitor see Key Information Summary Sheet. Electronic funds transfer shall be used by the State to pay Contractor pursuant to this Contract and any other State payments due Contractor unless the State Comptroller's Office grants Contractor an exemption.
- 4.3 In addition to any other available remedies, if, in the opinion of the Procurement Officer, the Contractor fails to perform in a satisfactory and timely manner, the Procurement Officer may refuse or limit approval of any invoice for payment, and may cause payments to the Contractor to be reduced or withheld until such time as the Contractor meets performance standards as established by the Procurement Officer.
- 4.4 Contractor's eMarylandMarketplace vendor ID number is _____.

5. Rights to Records

- 5.1 The Contractor agrees that all documents and materials including but not limited to, software, reports, drawings, studies, specifications, estimates, tests, maps, photographs, designs, graphics, mechanical, artwork,

computations and data prepared by the Contractor, for purposes of this Contract shall be the sole property of the State and shall be available to the State at any time. The State shall have the right to use the same without restriction and without compensation to the Contractor other than that specifically provided by this Contract.

- 5.2 The Contractor agrees that at all times during the term of this Contract and thereafter, works created as a deliverable under this Contract, and services performed under this Contract shall be “works made for hire” as that term is interpreted under U.S. copyright law. To the extent that any products created as a deliverable under this Contract are not works for hire for the State, the Contractor hereby relinquishes, transfers, and assigns to the State all of its rights, title, and interest (including all intellectual property rights) to all such products created under this Contract, and will cooperate reasonably with the State in effectuating and registering any necessary assignments.
- 5.3 The Contractor shall report to the Contract Monitor, promptly and in written detail, each notice or claim of copyright infringement received by the Contractor with respect to all data delivered under this Contract.
- 5.4 The Contractor shall not affix any restrictive markings upon any data, documentation, or other materials provided to the State hereunder and if such markings are affixed, the State shall have the right at any time to modify, remove, obliterate, or ignore such warnings.

6. Exclusive Use

The State shall have the exclusive right to use, duplicate, and disclose any data, information, documents, records, or results, in whole or in part, in any manner for any purpose whatsoever, that may be created or generated by the Contractor in connection with this Contract. If any material, including software, is capable of being copyrighted, the State shall be the copyright owner and Contractor may copyright material connected with this project only with the express written approval of the State.

7. Patents, Copyrights, Intellectual Property

- 7.1 If the Contractor furnishes any design, device, material, process, or other item, which is covered by a patent, trademark or service mark, or copyright or which is proprietary to or a trade secret of another, the Contractor shall obtain the necessary permission or license to permit the State to use such item or items.
- 7.2 The Contractor will defend or settle, at its own expense, any claim or suit against the State alleging that any such item furnished by the Contractor infringes any patent, trademark, service mark, copyright, or trade secret. If a third party claims that a product infringes that party’s patent, trademark, service mark, trade secret, or copyright, the Contractor will defend the State against that claim at Contractor’s expense and will pay all damages, costs and attorney fees that a court finally awards, provided the State (i) promptly notifies the Contractor in writing of the claim; and (ii) allows Contractor to control and cooperates with Contractor in, the defense and any related settlement negotiations. The obligations of this paragraph are in addition to those stated in Section 7.3 below.
- 7.3 If any products furnished by the Contractor become, or in the Contractor’s opinion are likely to become, the subject of a claim of infringement, the Contractor will, at its option and expense: a) procure for the State the right to continue using the applicable item, b) replace the product with a non-infringing product substantially complying with the item’s specifications, or c) modify the item so that it becomes non-infringing and performs in a substantially similar manner to the original item.

8. Public Information

- 8.1 Subject to the Maryland Public Information Act and any other applicable laws, all confidential or proprietary information and documentation relating to either party (including without limitation, any information or data stored within the Contractor’s computer systems) shall be held in absolute confidence by the other party. Each party shall, however, be permitted to disclose relevant confidential information to its officers, agents and

employees to the extent that such disclosure is necessary for the performance of their duties under this Contract, provided that the data may be collected, used, disclosed, stored and disseminated only as provided by and consistent with the law. The provisions of this section shall not apply to information that (a) is lawfully in the public domain; (b) has been independently developed by the other party without violation of this Contract; (c) was already in the possession of such party, (d) was supplied to such party by a third party lawfully in possession thereof and legally permitted to further disclose the information or (e) which such party is required to disclose by law.

- 8.2 Offerors should give specific attention to the identification of those portions of their proposals that they deem to be confidential, proprietary information or trade secrets and provide any justification why such materials, upon request, should not be disclosed by the State under the Access to Public Records Act, Md. Code Ann., State Government Article, Title 10, Subtitle 6.

9. Loss of Data

In the event of loss of any State data or records where such loss is due to the intentional act or omission or negligence of the Contractor or any of its subcontractors or agents, the Contractor shall be responsible for recreating such lost data in the manner and on the schedule set by the Contract Monitor. The Contractor shall ensure that all data is backed up and recoverable by the Contractor. Contractor shall use its best efforts to assure that at no time shall any actions undertaken by the Contractor under this Contract (or any failures to act when Contractor has a duty to act) damage or create any vulnerabilities in data bases, systems, platforms and/or applications with which the Contractor is working hereunder.

10. Indemnification

- 10.1 The Contractor shall hold harmless and indemnify the State from and against any and all losses, damages, claims, suits, actions, liabilities and/or expenses, including, without limitation, attorneys' fees and disbursements of any character that arise from, are in connection with or are attributable to the performance or nonperformance of the Contractor or its subcontractors under this Contract.
- 10.2 The State has no obligation to provide legal counsel or defense to the Contractor or its subcontractors in the event that a suit, claim or action of any character is brought by any person not party to this Contract against the Contractor or its subcontractors as a result of or relating to the Contractor's obligations under this Contract.
- 10.3 The State has no obligation for the payment of any judgments or the settlement of any claims against the Contractor or its subcontractors as a result of or relating to the Contractor's obligations under this Contract.
- 10.4 The Contractor shall immediately notify the Procurement Officer of any claim or suit made or filed against the Contractor or its subcontractors regarding any matter resulting from, or relating to, the Contractor's obligations under the Contract, and will cooperate, assist and consult with the State in the defense or investigation of any claim, suit, or action made or filed against the State as a result of, or relating to, the Contractor's performance under this Contract.

11. Non-Hiring of Employees

No official or employee of the State, as defined under Md. Code Ann., State Government Article, § 15-102, whose duties as such official or employee include matters relating to or affecting the subject matter of this Contract, shall, during the pendency and term of this Contract and while serving as an official or employee of the State, become or be an employee of the Contractor or any entity that is a subcontractor on this Contract.

12. Disputes

This Contract shall be subject to the provisions of Md. Code Ann., State Finance and Procurement Article, Title 15, Subtitle 2, and COMAR 21.10 (Administrative and Civil Remedies). Pending resolution of a claim, the Contractor shall proceed diligently with the performance of the Contract in accordance with the Procurement Officer's decision. Unless a lesser period is provided by applicable statute, regulation, or the Contract, the Contractor must file a written notice of claim with the Procurement Officer within 30 days after the basis for the claim is known or should have been known, whichever is earlier. Contemporaneously with or within 30 days of the filing of a notice of claim, but no later than the date of final payment under the Contract, the Contractor must submit to the Procurement Officer its written claim containing the information specified in COMAR 21.10.04.02.

13. Maryland Law

13.1 This Contract shall be construed, interpreted, and enforced according to the laws of the State of Maryland.

13.2 Any and all references to the Maryland Code, Annotated contained in this Contract shall be construed to refer to such Code sections as are from time to time amended.

14. Nondiscrimination in Employment

The Contractor agrees: (a) not to discriminate in any manner against an employee or applicant for employment because of race, color, religion, creed, age, sex, marital status, national origin, ancestry, or disability of a qualified individual with a disability; (b) to include a provision similar to that contained in subsection (a), above, in any underlying subcontract except a subcontract for standard commercial supplies or raw materials; and (c) to post and to cause subcontractors to post in conspicuous places available to employees and applicants for employment, notices setting forth the substance of this clause.

15. Contingent Fee Prohibition

The Contractor warrants that it has not employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee, bona fide agent, bona fide salesperson, or commercial selling agency working for the business, to solicit or secure the Contract, and that the business has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee, bona fide agent, bona fide salesperson, or commercial selling agency, any fee or any other consideration contingent on the making of this Contract.

16. Non-availability of Funding

If the General Assembly fails to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this Contract succeeding the first fiscal period, this Contract shall be canceled automatically as of the beginning of the fiscal year for which funds were not appropriated or otherwise made available; provided, however, that this will not affect either the State's rights or the Contractor's rights under any termination clause in this Contract. The effect of termination of the Contract hereunder will be to discharge both the Contractor and the State from future performance of the Contract, but not from their rights and obligations existing at the time of termination. The Contractor shall be reimbursed for the reasonable value of any nonrecurring costs incurred but not amortized in the price of the Contract. The State shall notify the Contractor as soon as it has knowledge that funds may not be available for the continuation of this Contract for each succeeding fiscal period beyond the first.

17. Termination for Cause

If the Contractor fails to fulfill its obligations under this Contract properly and on time, or otherwise violates any provision of the Contract, the State may terminate the Contract by written notice to the Contractor. The notice shall specify the acts or omissions relied upon as cause for termination. All finished or unfinished work provided by the Contractor shall, at the State's option, become the State's property. The State shall pay the Contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by the Contractor's breach. If the damages are more than the compensation payable to the

Contractor, the Contractor will remain liable after termination and the State can affirmatively collect damages. Termination hereunder, including the termination of the rights and obligations of the parties, shall be governed by the provisions of COMAR 21.07.01.11B.

18. Termination for Convenience

The performance of work under this Contract may be terminated by the State in accordance with this clause in whole, or from time to time in part, whenever the State shall determine that such termination is in the best interest of the State. The State will pay all reasonable costs associated with this Contract that the Contractor has incurred up to the date of termination, and all reasonable costs associated with termination of the Contract; provided, however, the Contractor shall not be reimbursed for any anticipatory profits that have not been earned up to the date of termination. Termination hereunder, including the determination of the rights and obligations of the parties, shall be governed by the provisions of COMAR 21.07.01.12 (A)(2).

19. Delays and Extensions of Time

The Contractor agrees to prosecute the work continuously and diligently and no charges or claims for damages shall be made by it for any delays or hindrances from any cause whatsoever during the progress of any portion of the work specified in this Contract.

Time extensions will be granted only for excusable delays that arise from unforeseeable causes beyond the control and without the fault or negligence of the Contractor, including but not restricted to, acts of God, acts of the public enemy, acts of the State in either its sovereign or contractual capacity, acts of another Contractor in the performance of a contract with the State, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, or delays of subcontractors or suppliers arising from unforeseeable causes beyond the control and without the fault or negligence of either the Contractor or the subcontractors or suppliers.

20. Suspension of Work

The State unilaterally may order the Contractor in writing to suspend, delay, or interrupt all or any part of its performance for such period of time as the Procurement Officer may determine to be appropriate for the convenience of the State.

21. Pre-Existing Regulations

In accordance with the provisions of Md. Code Ann., State Finance and Procurement Article, §11-206, the regulations set forth in Title 21 of the Code of Maryland Regulations (COMAR 21) in effect on the date of execution of this Contract are applicable to this Contract.

22. Financial Disclosure

The Contractor shall comply with the provisions of Md. Code Ann., State Finance and Procurement Article, § 13-221, which requires that every person that enters into contracts, leases, or other agreements with the State or its agencies during a calendar year under which the business is to receive in the aggregate, \$100,000 or more, shall within 30 days of the time when the aggregate value of these contracts, leases or other agreements reaches \$100,000, file with the Secretary of the State certain specified information to include disclosure of beneficial ownership of the business.

23. Political Contribution Disclosure

The Contractor shall comply with Md. Code Ann., Election Law Article, §§14-101 - 14-108, which requires that every person that enters into contracts, leases, or other agreements with the State, a county, or an incorporated municipality, or their agencies, during a calendar year in which the person receives in the aggregate \$100,000 or more, shall, file with the State Board of Elections a statement disclosing contributions in excess of \$500 made during the reporting period to a candidate for elective office in any primary or general election. The statement shall be filed

with the State Board of Elections: (1) before a purchase or execution of a lease or contract by the State, a county, an incorporated municipality, or their agencies, and shall cover the preceding two calendar years; and (2) if the contribution is made after the execution of a lease or contract, then twice a year, throughout the contract term, on: (a) February 5, to cover the 6-month period ending January 31; and (b) August 5, to cover the 6-month period ending July 31.

24. Documents Retention and Inspection Clause

The Contractor and sub-contractors shall retain and maintain all records and documents relating to this contract for a period of five (5) years after final payment by the State hereunder or any applicable statute of limitations, whichever is longer, and shall make them available for inspection and audit by authorized representatives of the State, including the procurement officer or designee, at all reasonable times.

If the Contractor supplies services to a State residential health care facility under the Mental Hygiene Administration, the Family Health Administration, the Alcohol and Drug Abuse Administration, or the Developmental Disabilities Administration, the Contractor agrees, in addition to the requirements above,:

- 24.1. That pursuant to 42 Code of Federal Regulations (C.F.R.) Part 420, the Secretary of Health and Human Services, and the Comptroller General of the United States, or their duly authorized representatives, shall be granted access to the Contractor's contract, books, documents and records necessary to verify the cost of the services provided under this contract, until the expiration of four years after the services are furnished under this contract; and
- 24.2. That similar access will be allowed to the books, documents and records of any organization related to the Contractor or controlled by the Contractor (as those terms are defined in 42 C.F.R. (420.301) if that organization is sub-contracting to provide services with a value of \$10,000 or more in a twelve-month period to be reimbursed through funds provided by this contract.

25. Compliance with Laws

The Contractor hereby represents and warrants that:

- 25.1. It is qualified to do business in the State and that it will take such action as, from time to time hereafter, may be necessary to remain so qualified;
- 25.2. It is not in arrears with respect to the payment of any monies due and owing the State, or any department or unit thereof, including but not limited to the payment of taxes and employee benefits, and that it shall not become so in arrears during the term of this Contract;
- 25.3. It shall comply with all federal, State and local laws, regulations, and ordinances applicable to its activities and obligations under this Contract; and,
- 25.4. It shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract.

26. Cost and Price Certification

By submitting cost or price information, the Contractor certifies to the best of its knowledge that the information submitted is accurate, complete, and current as of the date of its bid or offer.

The price under this Contract and any change order or modification hereunder, including profit or fee, shall be adjusted to exclude any significant price increases occurring because the Contractor furnished cost or price information which, as of the date of its bid or offer, was inaccurate, incomplete, or not current.

27. Subcontracting; Assignment

The Contractor may not subcontract any portion of the services provided under this Contract without obtaining the prior written approval of the Department's Contract Manager, nor may the Contractor assign this Contract or any of its rights or obligations hereunder, without the prior written approval of the Department's Contract Monitor. Any subcontracts shall include such language as may be required in various clauses contained within this solicitation and attachments. The contract shall not be assigned until all approvals, documents and affidavits are completed and properly registered. The State shall not be responsible for fulfillment of the Contractor's obligations to its subcontractors.

28. Liability

28.1 For breach of this Contract, negligence, misrepresentation or any other contract or tort claim, Contractor shall be liable as follows:

- (a) For infringement of patents, copyrights, trademarks, service marks and/or trade secrets, as provided in Section 7 of this Contract;
- (b) Without limitation for damages for bodily injury (including death) and damage to real property and tangible personal property;
- (c) For all other claims, damages, losses, costs, expenses, suits or actions in any way related to this Contract, regardless of the form, Contractor's liability shall be limited to three (3) times the total dollar amount of the Contract value up to the date of settlement or final award of any such claim. Third party claims arising under Section 10, "Indemnification", of this Contract are included in this limitation of liability only if the State is immune from liability. Contractor's liability for third party claims arising under Section 10 of this Contract shall be unlimited if the State is not immune from liability for claims arising under Section 10.

29. Parent Company Guarantee (If Applicable)

[Corporate name of Parent Company] hereby guarantees absolutely the full, prompt and complete performance by "[Contractor name]" of all the terms, conditions and obligations contained in this Contract, as it may be amended from time to time, including any and all exhibits that are now or may become incorporated hereunto, and other obligations of every nature and kind that now or may in the future arise out of or in connection with this Contract, including any and all financial commitments, obligations and liabilities. "[Corporate name of Parent Company]" may not transfer this absolute guaranty to any other person or entity without the prior express written approval of the State, which approval the State may grant, withhold, or qualify in its sole and absolute subjective discretion. "[Corporate name of Parent Company]" further agrees that if the State brings any claim, action, suit or proceeding against "[Contractor]", "[Corporate name of Parent Company]" may be named as a party, in its capacity as Absolute Guarantor.

30. Commercial Non-Discrimination

30.1 As a condition of entering into this Contract, Contractor represents and warrants that it will comply with the State's Commercial Nondiscrimination Policy, as described at Md. Code Ann., State Finance and Procurement Article, Title 19. As part of such compliance, Contractor may not discriminate on the basis of race, color, religion, ancestry or national origin, sex, age, marital status, sexual orientation, or on the basis of disability or other unlawful forms of discrimination in the solicitation, selection, hiring, or commercial treatment of subcontractors, vendors, suppliers, or commercial customers, nor shall Contractor retaliate against any person for reporting instances of such discrimination. Contractor shall provide equal opportunity for subcontractors, vendors, and suppliers to participate in all of its public sector and private sector subcontracting and supply opportunities, provided that this clause does not prohibit or limit lawful efforts to remedy the effects of marketplace discrimination that have occurred or are occurring in the marketplace. Contractor understands that a material violation of this clause shall be considered a material breach of this Contract and may result in termination of this Contract, disqualification of Contractor from participating in

State contracts, or other sanctions. This clause is not enforceable by or for the benefit of, and creates no obligation to, any third party.

- 30.2 The Contractor shall include the above Commercial Nondiscrimination clause, or similar clause approved by the Department, in all subcontracts.
- 30.3 As a condition of entering into this Contract, upon the Maryland Human Relations Commission's request, and only after the filing of a complaint against Contractor under Md. Code Ann., State Finance and Procurement Article, Title 19, as amended from time to time, Contractor agrees to provide within 60 days after the request a complete list of the names of all subcontractors, vendors, and suppliers that Contractor has used in the past 4 years on any of its contracts that were undertaken within the State of Maryland, including the total dollar amount paid by Contractor on each subcontract or supply contract. Contractor further agrees to cooperate in any investigation conducted by the State pursuant to the State's Commercial Nondiscrimination Policy as set forth at Md. Code Ann., State Finance and Procurement Article, Title 19, and to provide any documents relevant to any investigation that are requested by the State. Contractor understands that violation of this clause is a material breach of this Contract and may result in contract termination, disqualification by the State from participating in State contracts, and other sanctions.

31. Prompt Pay Requirements

- 31.1 If the Contractor withholds payment of an undisputed amount to its subcontractor, the Department, at its option and in its sole discretion, may take one or more of the following actions:
- (a) Not process further payments to the contractor until payment to the subcontractor is verified;
 - (b) Suspend all or some of the contract work without affecting the completion date(s) for the contract work;
 - (c) Pay or cause payment of the undisputed amount to the subcontractor from monies otherwise due or that may become due;
 - (d) Place a payment for an undisputed amount in an interest-bearing escrow account; or
 - (e) Take other or further actions as appropriate to resolve the withheld payment.
- 31.2 An "undisputed amount" means an amount owed by the Contractor to a subcontractor for which there is no good faith dispute. Such "undisputed amounts" include, without limitation:
- (a) Retainage which had been withheld and is, by the terms of the agreement between the Contractor and subcontractor, due to be distributed to the subcontractor; and
 - (b) An amount withheld because of issues arising out of an agreement or occurrence unrelated to the agreement under which the amount is withheld.
- 31.3 An act, failure to act, or decision of a Procurement Officer or a representative of the Department, concerning a withheld payment between the Contractor and a subcontractor under this provision, may not:
- (a) Affect the rights of the contracting parties under any other provision of law;
 - (b) Be used as evidence on the merits of a dispute between the Department and the contractor in any other proceeding; or
 - (c) Result in liability against or prejudice the rights of the Department.
- 31.4 The remedies enumerated above are in addition to those provided under COMAR 21.11.03.13 with respect to subcontractors that have contracted pursuant to the Minority Business Enterprise program.
- 31.5 To ensure compliance with certified MBE subcontract participation goals, the Department may, consistent with COMAR 21.11.03.13, take the following measures:

- (a) Verify that the certified MBEs listed in the MBE participation schedule actually are performing work and receiving compensation as set forth in the MBE participation schedule.
- (b) This verification may include, as appropriate:
 - i. Inspecting any relevant records of the Contractor;
 - ii. Inspecting the jobsite; and
 - iii. Interviewing subcontractors and workers.
 - iv. Verification shall include a review of:
 - a. The Contractor's monthly report listing unpaid invoices over 30 days old from certified MBE subcontractors and the reason for nonpayment; and
 - b. The monthly report of each certified MBE subcontractor, which lists payments received from the Contractor in the preceding 30 days and invoices for which the subcontractor has not been paid.
- (c) If the Department determines that the Contractor is in noncompliance with certified MBE participation goals, then the Department will notify the Contractor in writing of its findings, and will require the Contractor to take appropriate corrective action. Corrective action may include, but is not limited to, requiring the Contractor to compensate the MBE for work performed as set forth in the MBE participation schedule.
- (d) If the Department determines that the Contractor is in material noncompliance with MBE contract provisions and refuses or fails to take the corrective action that the Department requires, then the Department may:
 - i. Terminate the contract;
 - ii. Refer the matter to the Office of the Attorney General for appropriate action; or
 - iii. Initiate any other specific remedy identified by the contract, including the contractual remedies required by this Directive regarding the payment of undisputed amounts.
- (e) Upon completion of the Contract, but before final payment or release of retainage or both, the Contractor shall submit a final report, in affidavit form under the penalty of perjury, of all payments made to, or withheld from MBE subcontractors.

32. Contract Monitor

The work to be accomplished under this Contract shall be performed under the direction of the Contract Monitor. All matters relating to the interpretation of this Contract shall be referred to the Contract Monitor for determination.

33. Notices

All notices hereunder shall be in writing and either delivered personally or sent by certified or registered mail, postage prepaid as follows:

If to the State: Sharon R. Gambill, CPPB
 Maryland Department of Health and Mental Hygiene
 OFFICE OF PROCUREMENT AND SUPPORT SERVICES
 201 West Preston Street, Room 416B
 Baltimore, Maryland 21201

If to the Contractor: _____

34. Federal Department of Health and Human Services (DHHS) Exclusion Requirements

The Contractor agrees that it will comply with federal provisions (pursuant to §§1128 and 1156 of the Social Security Act and 42 CFR 1001) that prohibit payments under certain federal health care programs to any individual or entity that is on the List of Excluded Individuals/Entities maintained by DHHS. By executing this contract, the Contractor affirmatively declares that neither it nor any employee is, to the best of its knowledge, subject to exclusion. The Contractor agrees, further, during the term of this contract, to check the List of Excluded Individuals/Entities prior to hiring or assigning individuals to work on this contract, and to notify OOE immediately of any identification of the contractor or an individual employee as excluded, and of any DHHS action or proposed action to exclude the contractor or any contractor employee.

35. Compliance with Federal HIPAA and State Confidentiality Law

- 35.1 The Contractor acknowledges its duty to become familiar with and comply, to the extent applicable, with all requirements of the federal Health Insurance Portability and Accountability Act (HIPAA), 42 U.S.C. § 1320d et seq. and implementing regulations including 45 CFR Parts 160 and 164. The contractor also agrees to comply with the Maryland Confidentiality of Medical Records Act (Md. Code Ann. Health-General §§4-301 et seq., MCMRA). This obligation includes:
- (a) As necessary, adhering to the privacy and security requirements for protected health information and medical records under federal HIPAA and State MCMRA and making the transmission of all electronic information compatible with the federal HIPAA requirements;
 - (b) Providing training and information to employees regarding confidentiality obligations as to health and financial information and securing acknowledgement of these obligations from employees to be involved in the contract; and
 - (c) Otherwise providing good information management practices regarding all health information and medical records.
- 35.2 Based on the determination by the Department that the functions to be performed in accordance with the Services to Be Performed set forth in Part I constitute business associate functions as defined in HIPAA, the selected offeror shall execute a business associate agreement as required by HIPAA regulations at 45 CFR §164.501 and set forth in Appendix L. The fully executed business associate agreement must be submitted within 10 working days after notification of selection, or within 10 days after award, whichever is earlier. Upon expiration of the ten-day submission period, if the Department determines that the selected offeror has not provided the HIPAA agreement required by this solicitation, the Procurement Officer, upon review of the Office of the Attorney General and approval of the Secretary, may withdraw the recommendation for award and make the award to the next qualified offeror.
- 35.3 Protected Health Information as defined in the HIPAA regulations at 45 CFR 160.103 and 164.501, means information transmitted as defined in the regulations, that is individually identifiable; that is created or received by a healthcare provider, health plan, public health authority, employer, life insurer, school or university, or healthcare clearinghouse; and that is related to the past, present, or future physical or mental health or condition of an individual, to the provision of healthcare to an individual, or to the past, present, or future payment for the provision of healthcare to an individual. The definition excludes certain education records as well as employment records held by a covered entity in its role as employer.

IN WITNESS THEREOF, the parties have executed this Contract as of the date hereinabove set forth.

CONTRACTOR

STATE OF MARYLAND
DEPARTMENT OF HEALTH AND
MENTAL HYGIENE

By:

By: Joshua M. Sharfstein, M.D., Secretary

Date

Or Designee

Date

12-10716/
OPASS#

Approved for form and legal sufficiency
this ____ day of _____, 201__.

Assistant Attorney General

APPROVED BY BPW: _____
(Date) (BPW Item #)

ATTACHMENT B – BID/PROPOSAL AFFIDAVIT

A. AUTHORITY

I HEREBY AFFIRM THAT:

I, _____ (print name), possess the legal authority to make this Affidavit.

B. CERTIFICATION REGARDING COMMERCIAL NONDISCRIMINATION

The undersigned bidder hereby certifies and agrees that the following information is correct: In preparing its bid on this project, the bidder has considered all proposals submitted from qualified, potential subcontractors and suppliers, and has not engaged in "discrimination" as defined in §19-103 of the State Finance and Procurement Article of the Annotated Code of Maryland. "Discrimination" means any disadvantage, difference, distinction, or preference in the solicitation, selection, hiring, or commercial treatment of a vendor, subcontractor, or commercial customer on the basis of race, color, religion, ancestry, or national origin, sex, age, marital status, sexual orientation, or on the basis of disability or any otherwise unlawful use of characteristics regarding the vendor's, supplier's, or commercial customer's employees or owners. "Discrimination" also includes retaliating against any person or other entity for reporting any incident of "discrimination". Without limiting any other provision of the solicitation on this project, it is understood that, if the certification is false, such false certification constitutes grounds for the State to reject the bid submitted by the bidder on this project, and terminate any contract awarded based on the bid. As part of its bid or proposal, the bidder herewith submits a list of all instances within the past 4 years where there has been a final adjudicated determination in a legal or administrative proceeding in the State of Maryland that the bidder discriminated against subcontractors, vendors, suppliers, or commercial customers, and a description of the status or resolution of that determination, including any remedial action taken. Bidder agrees to comply in all respects with the State's Commercial Nondiscrimination Policy as described under Title 19 of the State Finance and Procurement Article of the Annotated Code of Maryland.

B-1. CERTIFICATION REGARDING MINORITY BUSINESS ENTERPRISES.

The undersigned bidder hereby certifies and agrees that it has fully complied with the State Minority Business Enterprise Law, State Finance and Procurement Article, §14-308(a)(2), Annotated Code of Maryland, which provides that, except as otherwise provided by law, a contractor may not identify a certified minority business enterprise in a bid or proposal and:

- (1) Fail to request, receive, or otherwise obtain authorization from the certified minority business enterprise to identify the certified minority proposal;
- (2) Fail to notify the certified minority business enterprise before execution of the contract of its inclusion in the bid or proposal;
- (3) Fail to use the certified minority business enterprise in the performance of the contract; or
- (4) Pay the certified minority business enterprise solely for the use of its name in the bid or proposal.

Without limiting any other provision of the solicitation on this project, it is understood that if the certification is false, such false certification constitutes grounds for the State to reject the bid submitted by the bidder on this project, and terminate any contract awarded based on the bid.

C. AFFIRMATION REGARDING BRIBERY CONVICTIONS

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business (as is defined in Section 16-101(b) of the State Finance and Procurement Article of the Annotated Code of Maryland), or any of its officers, directors, partners, controlling stockholders, or any of its employees directly involved in the business's contracting activities including obtaining or performing contracts with public bodies has been convicted of, or has had probation before judgment imposed pursuant to Criminal Procedure Article, §6-220, Annotated Code of Maryland, or has pleaded nolo contendere to a charge of, bribery, attempted bribery, or conspiracy to bribe in violation of Maryland law, or of the law of any other state or federal law, except as follows (indicate the reasons why the affirmation cannot be given and list any conviction, plea, or imposition of probation before judgment with the date, court, official or administrative body, the sentence or disposition, the name(s) of person(s) involved, and their current positions and responsibilities with the business):

D. AFFIRMATION REGARDING OTHER CONVICTIONS

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business, or any of its officers, directors, partners, controlling stockholders, or any of its employees directly involved in the business's contracting activities including obtaining or performing contracts with public bodies, has:

(1) Been convicted under state or federal statute of:

(a) A criminal offense incident to obtaining, attempting to obtain, or performing a public or private contract; or

(b) Fraud, embezzlement, theft, forgery, falsification or destruction of records or receiving stolen property;

(2) Been convicted of any criminal violation of a state or federal antitrust statute;

(3) Been convicted under the provisions of Title 18 of the United States Code for violation of the Racketeer Influenced and Corrupt Organization Act, 18 U.S.C. §1961 et seq., or the Mail Fraud Act, 18 U.S.C. §1341 et seq., for acts in connection with the submission of bids or proposals for a public or private contract;

(4) Been convicted of a violation of the State Minority Business Enterprise Law, §14-308 of the State Finance and Procurement Article of the Annotated Code of Maryland;

(5) Been convicted of a violation of §11-205.1 of the State Finance and Procurement Article of the Annotated Code of Maryland;

(6) Been convicted of conspiracy to commit any act or omission that would constitute grounds for conviction or liability under any law or statute described in subsections (1)—(5) above;

(7) Been found civilly liable under a state or federal antitrust statute for acts or omissions in connection with the submission of bids or proposals for a public or private contract;

(8) Been found in a final adjudicated decision to have violated the Commercial Nondiscrimination Policy under Title 19 of the State Finance and Procurement Article of the Annotated Code of Maryland with regard to a public or private contract; or

(9) Admitted in writing or under oath, during the course of an official investigation or other proceedings, acts or omissions that would constitute grounds for conviction or liability under any law or statute described in §§B and C and subsections D(1)—(8) above, except as follows (indicate reasons why the affirmations cannot be given, and list any conviction, plea, or imposition of probation before judgment with the date, court, official or administrative body, the sentence or disposition, the name(s) of the person(s) involved and their current positions and responsibilities with the business, and the status of any debarment):

E. AFFIRMATION REGARDING DEBARMENT

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business, or any of its officers, directors, partners, controlling stockholders, or any of its employees directly involved in the business's contracting activities, including obtaining or performing contracts with public bodies, has ever been suspended or debarred (including being issued a limited denial of participation) by any public entity, except as follows (list each debarment or suspension providing the dates of the suspension or debarment, the name of the public entity and the status of the proceedings, the name(s) of the person(s) involved and their current positions and responsibilities with the business, the grounds of the debarment or suspension, and the details of each person's involvement in any activity that formed the grounds of the debarment or suspension).

F. AFFIRMATION REGARDING DEBARMENT OF RELATED ENTITIES

I FURTHER AFFIRM THAT:

(1) The business was not established and it does not operate in a manner designed to evade the application of or defeat the purpose of debarment pursuant to Sections 16-101, et seq., of the State Finance and Procurement Article of the Annotated Code of Maryland; and

(2) The business is not a successor, assignee, subsidiary, or affiliate of a suspended or debarred business, except as follows (you must indicate the reasons why the affirmations cannot be given without qualification):

G. SUB-CONTRACT AFFIRMATION

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business, has knowingly entered into a contract with a public body under which a person debarred or suspended under Title 16 of the State Finance and Procurement Article of the Annotated Code of Maryland will provide, directly or indirectly, supplies, services, architectural services, construction related services, leases of real property, or construction.

H. AFFIRMATION REGARDING COLLUSION

I FURTHER AFFIRM THAT:

Neither I, nor to the best of my knowledge, information, and belief, the above business has:

(1) Agreed, conspired, connived, or colluded to produce a deceptive show of competition in the compilation of the accompanying bid or offer that is being submitted;

(2) In any manner, directly or indirectly, entered into any agreement of any kind to fix the bid price or price proposal of the bidder or offeror or of any competitor, or otherwise taken any action in restraint of free competitive bidding in connection with the contract for which the accompanying bid or offer is submitted.

I. CERTIFICATION OF TAX PAYMENT

I FURTHER AFFIRM THAT:

Except as validly contested, the business has paid, or has arranged for payment of, all taxes due the State of Maryland and has filed all required returns and reports with the Comptroller of the Treasury, the State Department of Assessments and Taxation, and the Department of Labor, Licensing, and Regulation, as applicable, and will have paid all withholding taxes due the State of Maryland prior to final settlement.

J. CONTINGENT FEES

I FURTHER AFFIRM THAT:

The business has not employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee, bona fide agent, bona fide salesperson, or commercial selling agency working for the business, to solicit or secure the Contract, and that the business has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee, bona fide agent, bona fide salesperson, or commercial selling agency, any fee or any other consideration contingent on the making of the Contract.

K. ACKNOWLEDGEMENT

I ACKNOWLEDGE THAT this Affidavit is to be furnished to the Procurement Officer and may be distributed to units of: (1) the State of Maryland; (2) counties or other subdivisions of the State of Maryland; (3) other states; and (4) the federal government. I further acknowledge that this Affidavit is subject to applicable laws of the United States and the State of Maryland, both criminal and civil, and that nothing in this Affidavit or any contract resulting from the submission of this bid or proposal shall be construed to supersede, amend, modify or waive, on behalf of the State of Maryland, or any unit of the State of Maryland having jurisdiction, the exercise of any statutory right or remedy conferred by the Constitution and the laws of Maryland with respect to any misrepresentation made or any violation of the obligations, terms and covenants undertaken by the above business with respect to (1) this Affidavit, (2) the contract, and (3) other Affidavits comprising part of the contract.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: _____

By: _____ (print name of Authorized Representative and Affiant)

_____ (signature of Authorized Representative and Affiant)

Revised August, 2011

ATTACHMENT C – CONTRACT AFFIDAVIT

A. AUTHORITY

I HEREBY AFFIRM THAT:

I, _____ (print name), possess the legal authority to make this Affidavit.

B. CERTIFICATION OF REGISTRATION OR QUALIFICATION WITH THE STATE DEPARTMENT OF ASSESSMENTS AND TAXATION

I FURTHER AFFIRM THAT:

The business named above is a (check applicable box):

- (1) Corporation — ☐ domestic or ☐ foreign;
- (2) Limited Liability Company — ☐ domestic or ☐ foreign;
- (3) Partnership — ☐ domestic or ☐ foreign;
- (4) Statutory Trust — ☐ domestic or ☐ foreign;
- (5) ☐ Sole Proprietorship.

and is registered or qualified as required under Maryland Law. I further affirm that the above business is in good standing both in Maryland and (IF APPLICABLE) in the jurisdiction where it is presently organized, and has filed all of its annual reports, together with filing fees, with the Maryland State Department of Assessments and Taxation. The name and address of its resident agent (IF APPLICABLE) filed with the State Department of Assessments and Taxation is:

Name and Department ID

Number: _____ Address: _____

and that if it does business under a trade name, it has filed a certificate with the State Department of Assessments and Taxation that correctly identifies that true name and address of the principal or owner as:

Name and Department ID Number: _____

Address: _____.

C. FINANCIAL DISCLOSURE AFFIRMATION

I FURTHER AFFIRM THAT:

I am aware of, and the above business will comply with, the provisions of State Finance and Procurement Article, §13-221, Annotated Code of Maryland, which require that every business that enters into contracts, leases, or other agreements with the State of Maryland or its agencies during a calendar year under which the business is to receive in the aggregate \$100,000 or more shall, within 30 days of the time when the aggregate value of the contracts, leases, or other agreements reaches \$100,000, file with the Secretary of State of Maryland certain specified information to include disclosure of beneficial ownership of the business.

D. POLITICAL CONTRIBUTION DISCLOSURE AFFIRMATION

I FURTHER AFFIRM THAT:

I am aware of, and the above business will comply with, Election Law Article, §§14-101 — 14-108, Annotated Code of Maryland, which requires that every person that enters into contracts, leases, or other agreements with the State of Maryland, including its agencies or a political subdivision of the State, during a calendar year in which the person receives in the aggregate \$100,000 or more shall file with the State Board of Elections a statement disclosing

contributions in excess of \$500 made during the reporting period to a candidate for elective office in any primary or general election.

E. DRUG AND ALCOHOL FREE WORKPLACE

(Applicable to all contracts unless the contract is for a law enforcement agency and the agency head or the agency head's designee has determined that application of COMAR 21.11.08 and this certification would be inappropriate in connection with the law enforcement agency's undercover operations.)

I CERTIFY THAT:

(1) Terms defined in COMAR 21.11.08 shall have the same meanings when used in this certification.

(2) By submission of its bid or offer, the business, if other than an individual, certifies and agrees that, with respect to its employees to be employed under a contract resulting from this solicitation, the business shall:

(a) Maintain a workplace free of drug and alcohol abuse during the term of the contract;

(b) Publish a statement notifying its employees that the unlawful manufacture, distribution, dispensing, possession, or use of drugs, and the abuse of drugs or alcohol is prohibited in the business' workplace and specifying the actions that will be taken against employees for violation of these prohibitions;

(c) Prohibit its employees from working under the influence of drugs or alcohol;

(d) Not hire or assign to work on the contract anyone who the business knows, or in the exercise of due diligence should know, currently abuses drugs or alcohol and is not actively engaged in a bona fide drug or alcohol abuse assistance or rehabilitation program;

(e) Promptly inform the appropriate law enforcement agency of every drug-related crime that occurs in its workplace if the business has observed the violation or otherwise has reliable information that a violation has occurred;

(f) Establish drug and alcohol abuse awareness programs to inform its employees about:

(i) The dangers of drug and alcohol abuse in the workplace;

(ii) The business's policy of maintaining a drug and alcohol free workplace;

(iii) Any available drug and alcohol counseling, rehabilitation, and employee assistance programs; and

(iv) The penalties that may be imposed upon employees who abuse drugs and alcohol in the workplace;

(g) Provide all employees engaged in the performance of the contract with a copy of the statement required by §E(2)(b), above;

(h) Notify its employees in the statement required by §E(2)(b), above, that as a condition of continued employment on the contract, the employee shall:

(i) Abide by the terms of the statement; and

(ii) Notify the employer of any criminal drug or alcohol abuse conviction for an offense occurring in the workplace not later than 5 days after a conviction;

(i) Notify the procurement officer within 10 days after receiving notice under §E(2)(h)(ii), above, or otherwise receiving actual notice of a conviction;

(j) Within 30 days after receiving notice under §E(2)(h)(ii), above, or otherwise receiving actual notice of a conviction, impose either of the following sanctions or remedial measures on any employee who is convicted of a drug or alcohol abuse offense occurring in the workplace:

- (i) Take appropriate personnel action against an employee, up to and including termination; or
- (ii) Require an employee to satisfactorily participate in a bona fide drug or alcohol abuse assistance or rehabilitation program; and

(k) Make a good faith effort to maintain a drug and alcohol free workplace through implementation of §E(2)(a)—(j), above.

(3) If the business is an individual, the individual shall certify and agree as set forth in §E(4), below, that the individual shall not engage in the unlawful manufacture, distribution, dispensing, possession, or use of drugs or the abuse of drugs or alcohol in the performance of the contract.

(4) I acknowledge and agree that:

- (a) The award of the contract is conditional upon compliance with COMAR 21.11.08 and this certification;
- (b) The violation of the provisions of COMAR 21.11.08 or this certification shall be cause to suspend payments under, or terminate the contract for default under COMAR 21.07.01.11 or 21.07.03.15, as applicable; and
- (c) The violation of the provisions of COMAR 21.11.08 or this certification in connection with the contract may, in the exercise of the discretion of the Board of Public Works, result in suspension and debarment of the business under COMAR 21.08.03.

F. CERTAIN AFFIRMATIONS VALID

I FURTHER AFFIRM THAT:

To the best of my knowledge, information, and belief, each of the affirmations, certifications, or acknowledgements contained in that certain Bid/Proposal Affidavit dated _____, 20____, and executed by me for the purpose of obtaining the contract to which this Exhibit is attached remains true and correct in all respects as if made as of the date of this Contract Affidavit and as if fully set forth herein.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: _____

By: _____ (printed name of Authorized Representative and Affiant)

_____ (signature of Authorized Representative and Affiant)

Revised August, 2011

ATTACHMENT D – MINORITY BUSINESS ENTERPRISE

STATE OF MARYLAND DEPARTMENT OF HEALTH AND MENTAL HYGIENE

The Contractor shall structure its procedures for the performance of the work required in this contract to attempt to achieve the Minority Business Enterprise (MBE) participation goal stated in this Invitation for Bids (IFB). MBE performance must be in accordance with this Attachment, as authorized by Minority Business Enterprise Policies set forth at COMAR 21.11.03. Accordingly, the Contractor agrees to exercise all good faith efforts to carry out the requirements set forth in this Attachment.

DEFINITIONS

As used in this Attachment, the following words have the meanings indicated.

- ◆ “Certification” means a determination made by the Maryland Department of Transportation that a legal entity is a minority business enterprise.
- ◆ “MBE Liaison” is the employee designated to administer this Department’s MBE program.
- ◆ “Minority Business Enterprise” or “MBE” means any legal entity, other than a joint venture, organized to engage in commercial transactions, that is:
 - (1) at least 51 percent owned and controlled by one or more individuals who are socially and economically disadvantaged; and
 - (2) managed by, and the daily business operations of which are controlled by, one or more of the socially and economically disadvantaged individuals who own it.

Note: A minority business enterprise also includes a not-for-profit entity organized to promote the interests of physically or mentally disabled individuals. An MBE **must** be certified by the Maryland Department of Transportation (MDOT) in order to have its contract participation counted under the Department’s MBE program.

MINORITY BUSINESS ENTERPRISE INSTRUCTIONS AND FORMS D-1 through D-5

A. MBE Participation Goals and sub-goals

The Contractor shall achieve the MBE subcontracting goal and any sub-goals established for this contract, by subcontracting to one or more MDOT-certified Minority Business Enterprises a sufficient portion of the contract’s scope of work that results in total MBE payments that meet or exceed the MBE participation goal.

If awarded the Contract:

- A prime contractor – including an MBE or certified Small Business Reserve (SBR) prime contractor – must accomplish an amount of work not less than the MBE participation goal with certified MBE subcontractors.
- A prime contractor comprising a joint venture that includes MBE partner(s) must accomplish the MBE participation goal with certified MBE subcontractors.

B. Solicitation and contract formation

1. Instructions for Submission of Bid:

a. **The bidder must include the following affidavit with its bid:**

- 1) A completed MDOT Certified MBE Utilization and Fair Solicitation Affidavit (Attachment D-1) whereby the bidder acknowledges the certified MBE participation goal and commits to make a good faith effort to achieve the goal or requests a waiver, and affirms that MBE subcontractors were treated fairly in the solicitation process. Additionally, the bidder identifies the specific commitment of certified Minority Business Enterprises at the time of submission by listing each MBE subcontractor to be used on the contract and specifying the specific percentage of contract value (not range) associated with each subcontractor. **Attachment D-1 shall become part of the final contract, therefore, any changes (additions and/or deletions) must be submitted to the Procurement Officer in writing for approval.**

NOTE: The failure of a Bidder to complete and submit the MDOT Certified MBE Utilization and Fair Solicitation Affidavit shall result in a determination that the bid is non-responsive.

- 2) **Within 10 working days from notification** that it is the apparent awardee or from the date of the actual award, whichever is earlier, the apparent awardee must provide the following documentation to the Procurement Officer.
 - a) Outreach Efforts Compliance Statement **(Attachment D-2)**
 - b) Subcontractor Project Participation Statement **(Attachment D-3)**
 - c) If the apparent awardee has requested a waiver (in whole or in part) of the overall MBE goal or of any sub-goal as part of the previously submitted Attachment D-1, it must submit documentation supporting the waiver request that complies with COMAR 21.11.03.11.
 - d) Any other documentation required by the Procurement Officer to ascertain bidder or offeror responsibility in connection with the certified MBE participation goal.

NOTE: If the apparent awardee fails to return each completed document within the required time, the Procurement Officer may determine that the apparent awardee is not responsible and therefore not eligible for contract award. If the contract has already been awarded, the award is voidable.

C. Contract Administration Requirements:

Prime Contractor shall:

1. **Attachment D-4:** Submit monthly to the Department's Contract Monitor or designee a report listing all unpaid invoices over 30 days old received from a certified MBE subcontractor working under the contract, the amount of each invoice and the reason payment has not been made. For informational purposes only, a sample prime contractor unpaid invoice report is attached.
2. **Attachment D-5:** Include in its agreements with its certified MBE subcontractors a requirement that those subcontractors submit monthly to the Department's Contract Monitor or designee a report that identifies the prime contract and lists all payments received from the Contractor in the preceding 30 days, as well as any outstanding invoices, and the amount of those invoices. For informational purposes only, a sample MBE Subcontractor Paid/Unpaid Invoice report is attached.
3. Maintain such records as are necessary to confirm compliance with its MBE participation obligations. These records must indicate the identity of certified minority and non-minority subcontractors employed on the contract, the type of work performed by each, and the actual dollar value of work performed.
4. Consent to provide such documentation as reasonably requested and to provide right-of-entry at reasonable times for purposes of the State's representatives verifying compliance with the MBE participation obligations. Contractor must retain all records concerning MBE participation and make them available for State inspection for three years after final completion of the contract.
5. **COMAR 21.11.03.13F:** A procurement agency may, upon completion of a contract, and before final payment and/or release of retainage or both, require that a prime contractor on any contract having an MBE subcontract goal, submit a final report, in affidavit form and under penalty of perjury, of all payments made to, or withheld from MBE subcontractors.

D. Minority Business Enterprise Participation Forms

The following forms are samples for your use in identifying and completing the MBE documentation requirements.

MDOT Certified MBE Utilization and Fair Solicitation Affidavit*(submit with bid or offer)*

This document **MUST BE** included with the bid or offer. If the Bidder or Offeror fails to complete and submit this form with the bid or offer as required, the procurement officer shall deem the bid non-responsive or shall determine that the offer is not reasonably susceptible of being selected for award.

In conjunction with the bid or offer submitted in response to Solicitation No. _____, I affirm the following:

1. ☐ I acknowledge and intend to meet the overall certified Minority Business Enterprise (MBE) participation goal of ____ percent and, if specified in the solicitation, the following subgoals (complete for only those subgoals that apply):
- | | |
|--------------------------------|-----------------------------|
| ____ percent African American | ____ percent Asian American |
| ____ percent Hispanic American | ____ Woman-Owned |
- Therefore, I will not be seeking a waiver pursuant to COMAR 21.11.03.11.

OR

- ☐ I conclude that I am unable to achieve the MBE participation goal and/or subgoals. I hereby request a waiver, in whole or in part, of the overall goal and/or subgoals. Within 10 business days of receiving notice that our firm is the apparent awardee, I will submit all required waiver documentation in accordance with COMAR 21.11.03.11.
2. I understand that if I am notified that I am the apparent awardee, I must submit the following additional documentation within 10 working days of receiving notice of the potential award or from the date of conditional award (per COMAR 21.11.03.10), whichever is earlier.
- (a) Outreach Efforts Compliance Statement (Attachment D2)
 - (b) Subcontractor Project Participation Certification (Attachment D3)
 - (c) Any other documentation, including waiver documentation, if applicable, required by the Procurement Officer to ascertain bidder or offeror responsibility in connection with the certified MBE participation goal.

I understand that if I fail to return each completed document within the required time, the Procurement Officer may determine that I am not responsible and therefore not eligible for contract award. If the contract has already been awarded, the award is voidable.

3. In the solicitation of subcontract quotations or offers, MBE subcontractors were provided not less than the same information and amount of time to respond as were non-MBE subcontractors.
4. Set forth below are the (i) certified MBEs I intend to use and (ii) the percentage of the total contract amount allocated to each MBE for this project and the work activity(ies) each MBE will provide under the contract. I hereby affirm that the MBE firms are only providing those work activities for which they are MDOT certified.

Prime Contractor: (Firm Name, Address, Phone)	Project Description:
Project Number:	

List Information For Each Certified MBE Subcontractor On This Project

Minority Firm Name	MBE Certification Number
FEIN Identify the Applicable Certification Category (For Dually Certified Firms, Check Only One Category)	
☐ African American ☐ Asian American ☐ Hispanic American ☐ Woman-Owned ☐ Other	
Percentage of Total Contract Value to be provided by this MBE _____%	
Description of Work to Be Performed:	
Minority Firm Name	MBE Certification Number
FEIN Identify the Applicable Certification Category (For Dually Certified Firms, Check Only One Category)	
☐ African American ☐ Asian American ☐ Hispanic American ☐ Woman-Owned ☐ Other	
Percentage of Total Contract Value to be provided by this MBE _____%	
Description of Work to Be Performed:	
Minority Firm Name	MBE Certification Number
FEIN Identify the Applicable Certification Category (For Dually Certified Firms, Check Only One Category)	
☐ African American ☐ Asian American ☐ Hispanic American ☐ Woman-Owned ☐ Other	
Percentage of Total Contract Value to be provided by this MBE _____%	
Description of Work to Be Performed:	
Minority Firm Name	MBE Certification Number
FEIN Identify the Applicable Certification Category (For Dually Certified Firms, Check Only One Category)	
☐ African American ☐ Asian American ☐ Hispanic American ☐ Woman-Owned ☐ Other	
Percentage of Total Contract Value to be provided by this MBE _____%	
Description of Work to Be Performed:	

Continue on a separate page, if needed.

SUMMARY

Total <i>African-American</i> MBE Participation:	_____ %
Total <i>Asian American</i> MBE Participation:	_____ %
Total <i>Hispanic American</i> MBE Participation:	_____ %
Total Woman-Owned MBE Participation:	_____ %
Total <i>Other</i> Participation:	_____ %
Total <i>All MBE</i> Participation:	_____ %

I solemnly affirm under the penalties of perjury that the contents of this Affidavit are true to the best of my knowledge, information, and belief.

Bidder/Offeror Name
(PLEASE PRINT OR TYPE)

Signature of Affiant

Name: _____
Title: _____
Date: _____

SUBMIT THIS AFFIDAVIT WITH BID/PROPOSAL

Page 53 of 102

Subcontractor Project Participation Certification

Please complete and submit one form for each MDOT certified MBE listed on Attachment A within 10 working days of notification of apparent award.

_____ (prime contractor) has entered into a contract with _____ (subcontractor) to provide services in connection with the Solicitation described below.

Prime Contractor Address and Phone	Project Description
Project Number	Total Contract Amount \$
Minority Firm Name	MBE Certification Number
Work To Be Performed	
Percentage of Total Contract	

The undersigned Prime Contractor and Subcontractor hereby certify and agree that they have fully complied with the State Minority Business Enterprise law, State Finance and Procurement Article §14-308(a)(2), Annotated Code of Maryland which provides that, except as otherwise provided by law, a contractor may not identify a certified minority business enterprise in a bid or proposal and:

- (1) fail to request, receive, or otherwise obtain authorization from the certified minority business enterprise to identify the certified minority business enterprise in its bid or proposal;
- (2) fail to notify the certified minority business enterprise before execution of the contract of its inclusion of the bid or proposal;
- (3) fail to use the certified minority business enterprise in the performance of the contract; or
- (4) pay the certified minority business enterprise solely for the use of its name in the bid or proposal.

PRIME CONTRACTOR SIGNATURE

By: _____
 Name, Title
 Date

SUBCONTRACTOR SIGNATURE

By: _____
 Name, Title
 Date

This form is to be completed
monthly by the prime
contractor.

Attachment D4

Maryland Department of Health and Mental Hygiene Minority Business Enterprise Participation Prime Contractor Paid/Unpaid MBE Invoice Report

Report #: _____	Contract #: _____
Reporting Period (Month/Year): _____	Contracting Unit: _____
Report is due to the MBE Officer by the 10th of the month following the month the services were provided.	Contract Amount: _____
	MBE Subcontract Amt: _____
	Project Begin Date: _____
	Project End Date: _____
Note: Please number reports in sequence	Services Provided: _____

Prime Contractor:		Contact Person:																																					
Address:																																							
City:		State:	ZIP:																																				
Phone:	FAX:	Email:																																					
Subcontractor Name:		Contact Person:																																					
Phone:	FAX:																																						
Subcontractor Services Provided:																																							
List all payments made to MBE subcontractor named above during this reporting period: <table border="1"> <thead> <tr> <th></th> <th><u>Invoice#</u></th> <th><u>Amount</u></th> </tr> </thead> <tbody> <tr><td>1.</td><td></td><td></td></tr> <tr><td>2.</td><td></td><td></td></tr> <tr><td>3.</td><td></td><td></td></tr> <tr><td>4.</td><td></td><td></td></tr> <tr> <td colspan="2">Total Dollars Paid: \$</td> <td>_____</td> </tr> </tbody> </table>			<u>Invoice#</u>	<u>Amount</u>	1.			2.			3.			4.			Total Dollars Paid: \$		_____	List dates and amounts of any outstanding invoices: <table border="1"> <thead> <tr> <th></th> <th><u>Invoice #</u></th> <th><u>Amount</u></th> </tr> </thead> <tbody> <tr><td>1.</td><td></td><td></td></tr> <tr><td>2.</td><td></td><td></td></tr> <tr><td>3.</td><td></td><td></td></tr> <tr><td>4.</td><td></td><td></td></tr> <tr> <td colspan="2">Total Dollars Unpaid: \$</td> <td>_____</td> </tr> </tbody> </table>			<u>Invoice #</u>	<u>Amount</u>	1.			2.			3.			4.			Total Dollars Unpaid: \$		_____
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	<u>Invoice #</u>	<u>Amount</u>																																					
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Total Dollars Unpaid: \$		_____																																					

**If more than one MBE subcontractor is used for this contract, you must use separate D-5 forms.

****Return one copy (hard or electronic) of this form to the following addresses (electronic copy with signature and date is preferred):**

_____	Contract Monitor
_____	Contracting Unit
Department of Health and Mental Hygiene	

Minority Business Enterprise Participation Subcontractor Paid/Unpaid MBE Invoice Report

Report#: _____ Reporting Period (Month/Year): _____ Report is due by the 10th of the month following the month the services were performed.	Contract # _____ Contracting Unit: _____ MBE Subcontract Amount: _____ Project Begin Date: _____ Project End Date: _____ Services Provided: _____
---	--

MBE Subcontractor Name: _____																																
MDOT Certification #: _____																																
Contact Person: _____		Email: _____																														
Address: _____																																
City: Baltimore	State: _____	ZIP: _____																														
Phone: _____	FAX: _____																															
Subcontractor Services Provided:																																
List all payments received from Prime Contractor during reporting period indicated above. <table style="width: 100%;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 40%; text-align: center;"><u>Invoice Amt</u></th> <th style="width: 15%; text-align: center;"><u>Date</u></th> </tr> </thead> <tbody> <tr><td>1.</td><td></td><td></td></tr> <tr><td>2.</td><td></td><td></td></tr> <tr><td>3.</td><td></td><td></td></tr> <tr> <td colspan="3">Total Dollars Paid: \$ _____</td> </tr> </tbody> </table>			<u>Invoice Amt</u>	<u>Date</u>	1.			2.			3.			Total Dollars Paid: \$ _____			List dates and amounts of any unpaid invoices over 30 days old. <table style="width: 100%;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 40%; text-align: center;"><u>Invoice Amt</u></th> <th style="width: 15%; text-align: center;"><u>Date</u></th> </tr> </thead> <tbody> <tr><td>1.</td><td></td><td></td></tr> <tr><td>2.</td><td></td><td></td></tr> <tr><td>3.</td><td></td><td></td></tr> <tr> <td colspan="3">Total Dollars Unpaid: \$ _____</td> </tr> </tbody> </table>		<u>Invoice Amt</u>	<u>Date</u>	1.			2.			3.			Total Dollars Unpaid: \$ _____		
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1.																																
2.																																
3.																																
Total Dollars Unpaid: \$ _____																																
Prime Contractor: _____		Contact Person: _____																														

****Return one copy of this form to the following address (electronic copy with signature & date is preferred):**

_____ Contract Monitor _____ Contracting Unit Department of Health and Mental Hygiene _____ _____ _____	
--	--

Signature: _____ Date: _____
(Required)

MARYLAND DEPARTMENT OF HEALTH & MENTAL HYGIENE
Code of Maryland Regulations (COMAR)
Title 21, State Procurement Regulations
(regarding a waiver to a Minority Business Enterprise subcontracting goal)

COMAR 21.11.03.11 - Waiver.

- A. If, for any reason, the apparent successful bidder or offeror is unable to achieve the contract goal for certified MBE participation, the bidder or offeror may request, in writing, a waiver to include the following:
- (1) A detailed statement of the efforts made to select portions of the work proposed to be performed by certified MBEs in order to increase the likelihood of achieving the stated goal;
 - (2) A detailed statement of the efforts made to contact and negotiate with certified MBEs including:
 - (a) The names, addresses, dates, and telephone numbers of certified MBEs contacted, and
 - (b) A description of the information provided to certified MBEs regarding the plans, specifications, and anticipated time schedule for portions of the work to be performed;
 - (3) As to each certified MBE that placed a subcontract quotation or offer that the apparent successful bidder or offeror considers not to be acceptable, a detailed statement of the reasons for this conclusion;
 - (4) A list of minority subcontractors found to be unavailable. This list should be accompanied by an MBE unavailability certification (MBE Attachment D6) signed by the minority business enterprise, or a statement from the apparent successful bidder or offeror that the minority business refused to give the written certification: and
 - (5) The record of the apparent successful bidder or offeror's compliance with the outreach efforts required under Regulation .09B(2)(b).
- A waiver may only be granted upon a reasonable demonstration by that MBE participation could not be obtained or could not be obtained at a reasonable price.
- If the waiver request is determined not to meet this standard, the bidder or offeror will be found non-responsive (bid) or not reasonably susceptible for award (proposal) and removed from further consideration.
- B. A waiver of a certified MBE contract goal may be granted only upon reasonable demonstration by the bidder or offeror that certified MBE participation was unable to be obtained or was unable to be obtained at a reasonable price and if the agency head or designee determines that the public interest is served by a waiver. In making a determination under this section, the agency head or designee may consider engineering estimates, catalogue prices, general market availability, and availability of certified MBEs in the area in which the work is to be performed, other bids or offers and subcontract bids or offers substantiating significant variances between certified MBE and non-MBE cost of participation, and their impact on the overall cost of the contract to the State and any other relevant factor.
- C. An agency head may waive any of the provisions of Regulations .09-.10 for a sole source, expedited, or emergency procurement in which the public interest cannot reasonably accommodate use of those procedures.
- D. When a waiver is granted, except waivers under Section C, one copy of the waiver determination and the reasons for the determination shall be kept by the MBE Liaison Officer with another copy forwarded to the Office of Minority Affairs.

MBE ATTACHMENT D6

MINORITY CONTRACTOR UNAVAILABILITY CERTIFICATE

Section I (to be completed by PRIME CONTRACTOR)

I hereby certify that the firm of _____
Name of Prime Contractor)

located at _____,
(Number) (Street) (City) (State) (Zip)

on _____ contacted certified minority business enterprise, _____
(Date) (Name of Minority Business)

_____ located at _____,
(Number) (Street) (City) (State) (Zip)

seeking to obtain a bid for work/service for project number _____, project name _____

List below the type of work/ service requested:

Indicate the type of bid sought, _____. The minority business enterprise identified above is either unavailable for the work /service in relation to project number _____, or is unable to prepare a bid for the following reasons(s):

The statements contained above are, to the best of my knowledge and belief, true and accurate.

(Name) (Title)

(Number) (Street) (City) (State) (Zip)

(Signature) (Date)

Note: Certified minority business enterprise must complete Section II on reverse side.

Section II (to be completed by CERTIFIED MINORITY BUSINESS ENTERPRISE)

I hereby certify that the firm of _____ MBE Cert.# _____
(Name of MBE Firm)
located at _____
(Number) (Street) (City) (State) (Zip)
was offered the opportunity to bid on project number _____, ON _____
(Date)
by _____
(Prime Contractor's Name) (Prime Contractor Official's Name) (Title)

The statements contained in Section I and Section II of this document are, to the best of my knowledge and belief, true and accurate.

(Name) (Title) (Phone)

(Signature) (Fax Number)

ATTACHMENT E – PRE-BID CONFERENCE RESPONSE FORM

**Solicitation Number OPASS 12-10716
Quality of Life Survey**

A Pre-Bid Conference will be held at 10:00 AM, on Friday, January 6, 2012, at 201 West Preston Street, Lobby Room L-2, Baltimore, MD 21201. Please return this form by Tuesday, January 3, 2012, advising whether or not you plan to attend.

Return via e-mail or fax this form to the Point of Contact:

Michael Weinfield

Email: mweinfield@dhmh.state.md.us

Fax #: 410.767.5850

Please indicate:

_____ Yes, the following representatives will be in attendance:

1.

2.

_____ No, we will not be in attendance.

Signature

Title

PRICING INSTRUCTIONS

Instructions

In order to assist Bidders in the preparation of their bid and to comply with the requirements of this solicitation, Bid Instructions and a Bid Form have been prepared. Bidders shall submit their bid on the form in accordance with the instructions on the form and as specified herein. Do not alter the forms or the bid form shall be rejected. The Bid Form is to be signed and dated, where requested, by an individual who is authorized to bind the Bidder to the prices entered on the Bid page.

The Bid Page is used to calculate the Bidder's TOTAL BID PRICE. Follow these instructions carefully when completing your Bid Page:

- A) All Unit and Extended Prices must be clearly entered in dollars and cents, e.g., \$24.15. Make your decimal points clear and distinct.
- B) All Unit Prices must be the actual price per unit the State will pay for the specific item or service identified in this IFB and may not be contingent on any other factor or condition in any manner.
- C) All calculations shall be rounded to the nearest cent, i.e. .344 shall be 34 and .345 shall be 35.
- D) Every blank in every Bid Page shall be filled in. Any blanks may result in the Bid being regarded as non-responsive and thus rejected. Any changes or corrections made to the Bid Page by the Bidder prior to submission shall be initialed and dated.
- E) Except as instructed on the form, nothing shall be entered on the Bid Page that alters or proposes conditions or contingencies on the prices. Alterations and/or conditions shall render the Bid non-responsive.
- F) It is imperative that the prices included on the Bid Form have been entered correctly and calculated accurately by the Bidder and that the respective total prices agree with the entries on the Bid Form. Any incorrect entries or inaccurate calculations by the vendor will be treated as provided in COMAR 21.05.03E and 21.05.02.12.

Bid Page - Attachment F

The Bid shall contain all price information in the format specified on these pages. Complete the price sheets only as provided in the Bid Pricing Instructions. Do not amend, alter or leave blank any items on the Bid Page. If option years are included, Bidders must submit Bids for each option year. Failure to adhere to any of these instructions may result in the Bid being determined non-responsive and rejected by the Department.

Base Contract Term April 1, 2012 – June 30, 2013

Total –Year 1 \$ _____
(April 1, 2012 – June 30, 2013)

Option Year \$ _____
(July 1, 2013 – June 30, 2014)

Grand Total \$ _____
(Year 1 + Option Year)
BASIS OF AWARD

NOTES:

A. The department intends to make a Single Award as a result of this solicitation. The Contract that results from this IFB shall be a firm fixed price contract as described in COMAR 21.06.03.02

1. All proposed prices entered above are to be fully loaded prices that include all costs/expenses associated with the provision of services as required by this IFB. The proposed price shall include, but are not limited to: Labor, profit/Overhead, General Operating and all other expenses. No other amounts will be paid to the Contractor.
2. The “Basis of Award” specified above is a firm fixed price during the Base Contract Term (April 1, 2012-June 30, 2013 with (1) one option year).

Submitted By:
Authorized Signature: _____ Date: _____

Printed Name and Title: _____

Company Name: _____

Company Address: _____

Location(s) from which services will be performed (City/State): _____

FEIN: _____

eMM #: _____

Telephone: (_____) _____ -- _____

Fax: (_____) _____ -- _____

eMail: _____@_____

ATTACHMENT G – LIVING WAGE REQUIREMENTS FOR SERVICE CONTRACTS

Living Wage Requirements for Service Contracts

- A. This contract is subject to the Living Wage requirements under Md. Code Ann., State Finance and Procurement Article, Title 18, and the regulations proposed by the Commissioner of Labor and Industry. The Living Wage generally applies to a Contractor or Subcontractor who performs work on a State contract for services that is valued at \$100,000 or more. An employee is subject to the Living Wage if he/she is at least 18 years old or will turn 18 during the duration of the contract; works at least 13 consecutive weeks on the State Contract and spends at least one-half of the employee's time during any work week on the State Contract.
- B. The Living Wage Law does not apply to:
- (1) A Contractor who:
 - (A) Has a State contract for services valued at less than \$100,000, or
 - (B) Employs 10 or fewer employees and has a State contract for services valued at less than \$500,000.
 - (2) A Subcontractor who:
 - (A) Performs work on a State contract for services valued at less than \$100,000,
 - (B) Employs 10 or fewer employees and performs work on a State contract for services valued at less than \$500,000, or
 - (C) Performs work for a Contractor not covered by the Living Wage Law as defined in B(1)(B) above, or B (3) or C below.
 - (3) Service contracts for the following:
 - (A) Services with a Public Service Company;
 - (B) Services with a nonprofit organization;
 - (C) Services with an officer or other entity that is in the Executive Branch of the State government and is authorized by law to enter into a procurement ("Unit"); or
 - (D) Services between a Unit and a County or Baltimore City.
- C. If the Unit responsible for the State contract for services determines that application of the Living Wage would conflict with any applicable Federal program, the Living Wage does not apply to the contract or program.

- D. A Contractor must not split or subdivide a State contract for services, pay an employee through a third party, or treat an employee as an independent Contractor or assign work to employees to avoid the imposition of any of the requirements of Md. Code Ann., State Finance and Procurement Article, Title 18.
- E. Each Contractor/Subcontractor, subject to the Living Wage Law, shall post in a prominent and easily accessible place at the work site(s) of covered employees a notice of the Living Wage Rates, employee rights under the law, and the name, address, and telephone number of the Commissioner.
- F. The Commissioner of Labor and Industry shall adjust the wage rates by the annual average increase or decrease, if any, in the Consumer Price Index for all urban consumers for the Washington/Baltimore metropolitan area, or any successor index, for the previous calendar year, not later than 90 days after the start of each fiscal year. The Commissioner shall publish any adjustments to the wage rates on the Division of Labor and Industry's Website. An employer subject to the Living Wage Law must comply with the rate requirements during the initial term of the contract and all subsequent renewal periods, including any increases in the wage rate, required by the Commissioner, automatically upon the effective date of the revised wage rate.
- G. A Contractor/Subcontractor who reduces the wages paid to an employee based on the employer's share of the health insurance premium, as provided in Md. Code Ann., State Finance and Procurement Article, §18-103(c), shall not lower an employee's wage rate below the minimum wage as set in Md. Code Ann., Labor and Employment Article, §3-413. A Contractor/Subcontractor who reduces the wages paid to an employee based on the employer's share of health insurance premium shall comply with any record reporting requirements established by the Commissioner of Labor and Industry.
- H. A Contractor/Subcontractor may reduce the wage rates paid under Md. Code Ann., State Finance and Procurement Article, §18-103(a), by no more than 50 cents of the hourly cost of the employer's contribution to an employee's deferred compensation plan. A Contractor/Subcontractor who reduces the wages paid to an employee based on the employer's contribution to an employee's deferred compensation plan shall not lower the employee's wage rate below the minimum wage as set in Md. Code Ann., Labor and Employment Article, §3-413.
- I. Under Md. Code Ann., State Finance and Procurement Article, Title 18, if the Commissioner determines that the Contractor/Subcontractor violated a provision of this title or regulations of the Commissioner, the Contractor/Subcontractor shall pay restitution to each affected employee, and the State may assess liquidated damages of \$20 per day for each employee paid less than the Living Wage.
- J. Information pertaining to reporting obligations may be found by going to the Division of Labor and Industry Web site <http://www.dllr.state.md.us/labor/> and clicking on Living Wage for State Service contracts.

ATTACHMENT G-1 – MARYLAND LIVING WAGE REQUIREMENTS AFFIDAVIT

Maryland Living Wage Requirements-Service Contracts

Contract No. _____

Name of Contractor _____

Address _____

City _____ State _____ Zip Code _____

If the Contract is Exempt from the Living Wage Law

The Undersigned, being an authorized representative of the above named Contractor, hereby affirms that the Contract is exempt from Maryland's Living Wage Law for the following reasons (check all that apply):

- ☐ Bidder/Offeror is a nonprofit organization
- ☐ Bidder/Offeror is a public service company
- ☐ Bidder/Offeror employs 10 or fewer employees and the proposed contract value is less than \$500,000
- ☐ Bidder/Offeror employs more than 10 employees and the proposed contract value is less than \$100,000

If the Contract is a Living Wage Contract

A. The Undersigned, being an authorized representative of the above named Contractor, hereby affirms our commitment to comply with Title 18, State Finance and Procurement Article, Annotated Code of Maryland and, if required, to submit all payroll reports to the Commissioner of Labor and Industry with regard to the above stated contract. The Bidder/Offeror agrees to pay covered employees who are subject to living wage at least the living wage rate in effect at the time service is provided for hours spent on State contract activities, and to ensure that its Subcontractors who are not exempt also pay the required living wage rate to their covered employees who are subject to the living wage for hours spent on a State contract for services. The Contractor agrees to comply with, and ensure its Subcontractors comply with, the rate requirements during the initial term of the contract and all subsequent renewal periods, including any increases in the wage rate established by the Commissioner of Labor and Industry, automatically upon the effective date of the revised wage rate.

B. _____ (initial here if applicable) The Bidder/Offeror affirms it has no covered employees for the following reasons: (check all that apply):

- ☐ The employee(s) proposed to work on the contract will spend less than one-half of the employee's time during any work week on the contract

- ☐ The employee(s) proposed to work on the contract is 17 years of age or younger during the duration of the contract; or
- ☐ The employee(s) proposed to work on the contract will work less than 13 consecutive weeks on the State contract.

The Commissioner of Labor and Industry reserves the right to request payroll records and other data that the Commissioner deems sufficient to confirm these affirmations at any time.

Name of Authorized Representative: _____

Signature of Authorized Representative Date

Title

Witness Name (Typed or Printed)

Witness Signature Date

Submit This Affidavit with Bid/Proposal

ATTACHMENT H – CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE

Reference COMAR 21.05.08.08

A. "Conflict of interest" means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the State, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage.

B. "Person" has the meaning stated in COMAR 21.01.02.01B(64) and includes a Bidder, Contractor, consultant, or subcontractor or sub-consultant at any tier, and also includes an employee or agent of any of them if the employee or agent has or will have the authority to control or supervise all or a portion of the work for which a bid or offer is made.

C. The Bidder warrants that, except as disclosed in §D, below, there are no relevant facts or circumstances now giving rise or which could, in the future, give rise to a conflict of interest.

D. The following facts or circumstances give rise or could in the future give rise to a conflict of interest (explain in detail—attach additional sheets if necessary):

E. The Bidder agrees that if an actual or potential conflict of interest arises after the date of this affidavit, the Bidder shall immediately make a full disclosure in writing to the procurement officer of all relevant facts and circumstances. This disclosure shall include a description of actions which the Bidder has taken and proposes to take to avoid, mitigate, or neutralize the actual or potential conflict of interest. If the contract has been awarded and performance of the contract has begun, the Contractor shall continue performance until notified by the procurement officer of any contrary action to be taken.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date:_____ By:_____
(Authorized Representative and Affiant)

SUBMIT THIS AFFIDAVIT WITH BID

ATTACHMENT I – BUSINESS ASSOCIATE AGREEMENT

This Business Associate Agreement (the “Agreement”) is made by and among the Developmental Disabilities Administration, a unit of the Maryland Department of Health and Mental Hygiene (herein referred to as “Covered Entity”) and _____ (hereinafter known as “Business Associate”). Covered Entity and Business Associate shall collectively be known herein as the “Parties”.

WHEREAS, Covered Entity have a business relationship with Business Associate that is memorialized in a separate agreement (the “Underlying Agreement”) pursuant to which Business Associate may be considered a “business associate” of Covered Entity as defined in the Health Insurance Portability and Accountability Act of 1996 including all pertinent regulations (45 CFR Parts 160 and 64), as amended from time to time, issued by the U.S. Department of Health and Human Services as either have been amended by Subtitle D of the Health Information Technology for Economic and Clinical Health Act (the “HITECH Act”), as Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009 (Pub. L. 111–5) (collectively, “HIPAA”); and

WHEREAS, the nature of the contractual relationship between Covered Entity and Business Associate may involve the exchange of Protected Health Information (“PHI”) as that term is defined under HIPAA; and

WHEREAS, for good and lawful consideration as set forth in the Underlying Agreement, Covered Entity and Business Associate enter into this agreement for the purpose of ensuring compliance with the requirements of HIPAA and the Maryland Confidentiality of Medical Records Act (Md. Ann. Code, Health-General §§4-301 *et seq.*) (“MCMRA”); and

WHEREAS, this Agreement supersedes and replaces any and all Business Associate Agreements the Covered Entity and Business Associate may have entered into prior to the date hereof;

NOW THEREFORE, the premises having been considered and with acknowledgment of the mutual promises and of other good and valuable consideration herein contained, the Parties, intending to be legally bound, hereby agree as follows:

I. DEFINITIONS.

- A. Individual. “Individual” shall have the same meaning as the term “individual” in 45 CFR §164.501 and shall include a person who qualifies as a personal representative in accordance with 45CFR §164.502(g).
- B. Breach. “Breach” shall have the same meaning as the term “breach” in 45 CFR § 164.402.
- C. Designated Record Set. “Designated Record Set” shall have the same meaning as the term “designated record set” in 45 CFR §164.501.
- D. Privacy Rule. “Privacy Rule” shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Part 160 and Part 164, Subparts A and E.
- E. Protected Health Information. “Protected Health Information” or “PHI” shall have the same meaning as the term “protected health information” in 45 CFR §164.501, limited to the information created or received by Business Associate from or on behalf of Covered Entity
- F. Required By Law. “Required By Law” shall have the same meaning as the term “required by law” in 45 CFR §164.501.

- G. Secretary. “Secretary” shall mean the Secretary of the U.S. Department of Health and Human Services or his or her designee.
- H. Unsecured Protected Health Information. “Unsecured Protected Health Information” or “Unsecured PHI” shall mean PHI that is not secured through the use of a technology or methodology specified by the Secretary in guidance or as otherwise defined in the §13402(h) of the HITECH Act.

II. USE OR DISCLOSURE OF PHI BY BUSINESS ASSOCIATE.

- A. Except as otherwise limited in this Agreement, Business Associate may use or disclose Protected Health Information to perform functions, activities, or services for, or on behalf of, Covered Entity as specified in the Underlying Agreement, provided that such use or disclosure would not violate the Privacy Rule.
- B. Business Associate shall only use and disclose PHI if such use or disclosure complies with each applicable requirement of 45 CFR §164.504(e).
- C. Business Associate shall be directly responsible for full compliance with the relevant requirements of the Privacy Rule to the same extent as Covered Entity.

III. DUTIES OF BUSINESS ASSOCIATE RELATIVE TO PHI.

- A. Business Associate shall not use or disclose PHI other than as permitted or required by this Agreement, the MCMRA, or as Required By Law.
- B. Business Associate shall implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the electronic PHI that it creates, receives, maintains, or transmits on behalf of Covered Entity.
- C. Business Associate shall immediately notify Covered Entity of any use or disclosure of PHI in violation of this Agreement
- D. In addition to its obligations in Section III.C, Business Associate shall document and notify Covered Entity of a Breach of Unsecured PHI. Business Associate’s notification to Covered Entity hereunder shall:
 - 1. Be made to Covered Entity without unreasonable delay and in no case later than 50 calendar days after the incident constituting the Breach is first known, except where a law enforcement official determines that a notification would impede a criminal investigation or cause damage to national security. For purposes of clarity for this Section III.D.1, Business Associate must notify Covered Entity of an incident involving the acquisition, access, use or disclosure of PHI in a manner not permitted under 45 CFR Part E within 50 calendar days after an incident even if Business Associate has not conclusively determined within that time that the incident constitutes a Breach as defined by HIPAA;
 - 2. Include the names of the Individuals whose Unsecured PHI has been, or is reasonably believed to have been, the subject of a Breach;
 - 3. Be in substantially the same form as **Exhibit A** hereto; and
 - 4. Include a draft letter for the Covered Entity to utilize to notify the Individuals that their Unsecured PHI has been, or is reasonably believed to have been, the subject of a Breach that includes, to the extent possible:

- a) A brief description of what happened, including the date of the Breach and the date of the discovery of the Breach, if known;
 - b) A description of the types of Unsecured PHI that were involved in the Breach (such as full name, Social Security number, date of birth, home address, account number, disability code, or other types of information that were involved);
 - c) Any steps the Individuals should take to protect themselves from potential harm resulting from the Breach;
 - d) A brief description of what the Covered Entity and the Business Associate are doing to investigate the Breach, to mitigate losses, and to protect against any further Breaches; and
 - e) Contact procedures for Individuals to ask questions or learn additional information, which shall include a toll-free telephone number, an e-mail address, Web site, or postal address.
- E. In the event of an unauthorized use or disclosure of PHI or a Breach of Unsecured PHI, Business Associate shall mitigate, to the extent practicable, any harmful effects of said disclosure that are known to it.
- F. Business Associate agrees to ensure that any agent, including a subcontractor, to whom it provides PHI received from, or created or received by Business Associate on behalf of Covered Entity agrees to the same restrictions and conditions that apply through this Agreement to Business Associate with respect to such information.
- G. To the extent applicable, Business Associate shall provide access to Protected Health Information in a Designated Record Set at reasonable times, at the request of Covered Entity or, as directed by Covered Entity, to an Individual in order to meet the requirements under 45 CFR §164.524.
- H. To the extent applicable, Business Associate shall make any amendment(s) to PHI in a Designated Record Set that Covered Entity directs or agrees to pursuant to 45 CFR §164.526 at the request of Covered Entity or an Individual.
- I. Business Associate shall, upon request with reasonable notice, provide Covered Entity access to its premises for a review and demonstration of its internal practices and procedures for safeguarding PHI.
- J. Business Associate agrees to document such disclosures of PHI and information related to such disclosures as would be required for a Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 C.F.R. §164.528. Should an individual make a request to Covered Entity for an accounting of disclosures of his or her PHI pursuant to 45 C.F.R. §164.528, Business Associate agrees to promptly provide Covered Entity with information in a format and manner sufficient to respond to the individual's request.
- K. Business Associate shall, upon request with reasonable notice, provide Covered Entity with an accounting of uses and disclosures of PHI provided to it by Covered Entity.
- L. Business Associate shall make its internal practices, books, records, and any other material requested by the Secretary relating to the use, disclosure, and safeguarding of PHI received from Covered Entity available to the Secretary for the purpose of determining compliance with the Privacy Rule. The aforementioned information shall be made available to the Secretary in the manner and place as designated by the Secretary or the Secretary's duly appointed delegate. Under this Agreement, Business Associate shall comply and cooperate with any request for documents or other information from the Secretary directed to Covered Entity that seeks documents or other information held by Business Associate.

- M. Business Associate may use PHI to report violations of law to appropriate Federal and State authorities, consistent with 42 C.F.R. §164.502(j)(1).
- N. Except as otherwise limited in this Agreement, Business Associate may disclose PHI for the proper management and administration of Business Associate, provided that disclosures are Required By Law, or Business Associate obtains reasonable assurances from the person to whom the information is disclosed that it will remain confidential and 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 Business Associate of any instances of which it is aware in which the confidentiality of the information has been breached.

IV. TERM AND TERMINATION.

- A. Term. The Term of this Agreement shall be effective as of _____, and shall terminate when all of the Protected Health Information provided by Covered Entity to Business Associate, or created or received by Business Associate on behalf of Covered Entity, is destroyed or returned to Covered Entity, or, if it is infeasible to return or destroy Protected Health Information, protections are extended to such information, in accordance with the termination provisions in this Section IV.
- B. Termination for Cause. Upon Covered Entity's knowledge of a material breach of this Agreement by Business Associate, Covered Entity shall:
 - 1. Provide an opportunity for Business Associate to cure the breach or end the violation and, if Business Associate does not cure the breach or end the violation within the time specified by Covered Entity, terminate this Agreement;
 - 2. Immediately terminate this Agreement if Business Associate has breached a material term of this Agreement and cure is not possible; or
 - 3. If neither termination nor cure is feasible, report the violation to the Secretary.
- C. Effect of Termination.
 - 1. Except as provided in paragraph C(2) of this section, upon termination of this Agreement, for any reason, Business Associate shall return or destroy all Protected Health Information received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity. This provision shall apply to Protected Health Information that is in the possession of subcontractors or agents of Business Associate. Business Associate shall not retain any copies of the Protected Health Information.
 - 2. In the event that Business Associate determines that returning or destroying the Protected Health Information is infeasible, Business Associate shall provide to Covered Entity written notification of the conditions that make return or destruction infeasible. After written notification that return or destruction of Protected Health Information is infeasible, Business Associate shall extend the protections of this Agreement to such Protected Health Information and limit further uses and disclosures of such Protected Health Information to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such Protected Health Information.
 - 3. Should Business Associate make an intentional or grossly negligent Breach of PHI in violation of this Agreement or HIPAA or an intentional or grossly negligent disclosure of information protected

by the MCMRA, Covered Entity shall have the right to immediately terminate any contract, other than this Agreement, then in force between the Parties, including the Underlying Agreement.

V. CONSIDERATION. Business Associate recognizes that the promises it has made in this Agreement shall, henceforth, be detrimentally relied upon by Covered Entity in choosing to continue or commence a business relationship with Business Associate.

VI. REMEDIES IN EVENT OF BREACH. Business Associate hereby recognizes that irreparable harm will result to Covered Entity, and to the business of Covered Entity, in the event of breach by Business Associate of any of the covenants and assurances contained in this Agreement. As such, in the event of breach of any of the covenants and assurances contained in Sections II or III above, Covered Entity shall be entitled to enjoin and restrain Business Associate from any continued violation of Sections II or III. Furthermore, in the event of breach of Sections II or III by Business Associate, Covered Entity is entitled to reimbursement and indemnification from Business Associate for Covered Entity's reasonable attorneys' fees and expenses and costs that were reasonably incurred as a proximate result of Business Associate's breach. The remedies contained in this Section VI shall be in addition to (and not supersede) any action for damages and/or any other remedy Covered Entity may have for breach of any part of this Agreement.

VII. MODIFICATION; AMENDMENT. This Agreement may only be modified or amended through a writing signed by the Parties and, thus, no oral modification or amendment hereof shall be permitted. The Parties agree to take such action as is necessary to amend this Agreement from time to time as is necessary for Covered Entity to comply with the requirements of the Privacy Rule and HIPAA.

VIII. INTERPRETATION OF THIS AGREEMENT IN RELATION TO OTHER AGREEMENTS BETWEEN THE PARTIES. Should there be any conflict between the language of this Agreement and any other contract entered into between the Parties (either previous or subsequent to the date of this Agreement), the language and provisions of this Agreement shall control and prevail unless the Parties specifically refer in a subsequent written agreement to this Agreement by its title and date and specifically state that the provisions of the later written agreement shall control over this Agreement.

IX. COMPLIANCE WITH STATE LAW. The Business Associate acknowledges that by accepting the PHI from Covered Entity, it becomes a holder of medical records information under the MCMRA and is subject to the provisions of that law. If the HIPAA Privacy or Security Rules and the MCMRA conflict regarding the degree of protection provided for protected health information, Business Associate shall comply with the more restrictive protection requirement.

X. MISCELLANEOUS.

- A. Ambiguity. Any ambiguity in this Agreement shall be resolved to permit Covered Entity to comply with the Privacy Rule.
- B. Regulatory References. A reference in this Agreement to a section in the Privacy Rule means the section as in effect or as amended.
- C. Notice to Covered Entity. Any notice required under this Agreement to be given Covered Entity shall be made in writing to:

Ramiek James, Privacy Officer
Department of Health & Mental Hygiene
Division of Corporate Compliance & Integrity
201 W. Preston Street, Room 522
Baltimore, MD 21201-2301
Phone: (410) 767-5411

- D. Notice to Business Associate. Any notice required under this Agreement to be given Business Associate shall be made in writing to:

Address: _____

Attention: _____

Phone: _____

IN WITNESS WHEREOF and acknowledging acceptance and agreement of the foregoing, the Parties affix their signatures hereto.

COVERED ENTITY:

By: _____

Name: _____

Title: _____

Date: _____

BUSINESS ASSOCIATE:

By: _____

Name: _____

Title: _____

Date: _____

**NOTIFICATION TO THE
MARYLAND DEPARTMENT OF HEALTH AND MENTAL HYGIENE
ABOUT A BREACH OF UNSECURED PROTECTED HEALTH INFORMATION**

This notification is made pursuant to Section IIID(3) of the Business Associate Agreement between:

The Developmental Disabilities Administration, a unit of the Maryland Department of Health and Mental Hygiene (DHMH), and
_____ (Business Associate).

Business Associate hereby notifies DHMH that there has been a breach of unsecured (unencrypted) protected health information (PHI) that Business Associate has used or has had access to under the terms of the Business Associate Agreement.

Description of the breach: _____

Date of the breach: _____

Date of discovery of the breach: _____

Does the breach involve 500 or more individuals? Yes / No

If yes, do the people live in multiple states? Yes / No

Number of individuals affected by the breach: _____.

Names of individuals affected by the breach: (attach list)

The types of unsecured PHI that were involved in the breach (such as full name, Social Security number, date of birth, home address, account number, or disability code): _____

Description of what Business Associate is doing to investigate the breach, to mitigate losses, and to protect against any further breaches: _____

Contact information to ask questions or learn additional information:

Name: _____

Title: _____

Address: _____

Email Address: _____

Phone Number: _____

ATTACHMENT J - FEDERAL FUNDS ATTACHMENT

A Summary of Certain Federal Fund Requirements and Restrictions

[Details of particular laws, which may levy a penalty for noncompliance, are available from the Department of Health and Mental Hygiene.]

1. Form and rule enclosed: 18 U.S.C. 1913 and section 1352 of P.L. 101-121 require that all *prospective* and present sub-grantees (this includes all levels of funding) who receive more than \$100,000 in federal funds must submit the form "Certification Against Lobbying". It assures, generally, that recipients will not lobby federal entities with federal funds, and that, as is required, they will disclose other lobbying on form SF- LLL.
2. Form and instructions enclosed: "Form LLL, Disclosure of Lobbying Activities" must be submitted by those receiving more than \$100,000 in federal funds, to disclose any lobbying of federal entities (a) with profits from federal contracts or (b) funded with nonfederal funds.
3. Form and summary of Act enclosed: Sub-recipients of federal funds on any level must complete a "Certification Regarding Environmental Tobacco Smoke," required by Public Law 103-227, the Pro-Children Act of 1994. Such law prohibits smoking in any portion of any indoor facility owned or leased or contracted for regular provision of health, day care, early childhood development, education or library services for children under the age of 18. Such language must be included in the conditions of award (they are included in the certification, which may be part of such conditions.) This does not apply to those solely receiving Medicaid or Medicare, or facilities where WIC coupons are redeemed.
4. In addition, federal law requires that:
 - A) OMB Circular A-133, Audits of States, Local Governments and Non-Profit Organizations requires that grantees (both recipients and sub-recipients) which expend a total of \$300,000 or more (*\$500,000 for fiscal years ending after December 31, 2003*) in federal assistance shall have a single or program-specific audit conducted for that year in accordance with the provisions of the Single Audit Act of 1984, P.L. 98-502, and the Single Audit Act Amendments of 1996, P.L. 104-156 and the Office of Management and Budget (OBM) Circular A-133. All sub-grantee audit reports, performed in compliance with the aforementioned Circular shall be forwarded within 30 days of report issuance to the DHMH, Audit Division, 605 S. Chapel Gate Lane, Old School Building, Baltimore, MD 21229.
 - B) All sub-recipients of federal funds comply with Sections 503 and 504 of the Rehabilitation Act of 1973, the conditions of which are summarized in item (C).
 - C) Recipients of \$10,000 or more (on any level) must include in their contract language the requirements of Sections 503 (language specified) and 504 referenced in item (B).

Section 503 of the Rehabilitation Act of 1973, as amended, requires recipients to take affirmative action to employ and advance in employment qualified disabled people. An affirmative action program must be prepared and maintained by all contractors with 50 or more employees and one or more federal contracts of \$50,000 or more.

This clause must appear in subcontracts of \$10,000 or more:

- a) The contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap in regard to any position for which the employee or applicant for

employment is qualified. The contractor agrees to take affirmative action to employ, advance in employment and otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicap in all upgrading, demotion or transfer, recruitment, advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.

- b) The contractor agrees to comply with the rules, regulations, and relevant orders of the secretary of labor issued pursuant to the act.
- c) In the event of the contractor's non-compliance with the requirements of this clause, actions for non-compliance may be taken in accordance with the rules, regulations and relevant orders of the secretary of labor issued pursuant to the act.
- d) The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices in a form to be prescribed by the director, provided by or through the contracting office. Such notices shall state the contractor's obligation under the law to take affirmative action to employ and advance in employment qualified handicapped employees and applicants for employment, and the rights of applicants and employees.
- e) The contractor will notify each labor union or representative of workers with which it has a collective bargaining agreement or other contract understanding, that the contractor is bound by the terms of Section 503 of the Rehabilitation Act of 1973, and is committed to take affirmative action to employ and advance in employment physically and mentally handicapped individuals.
- f) The contractor will include the provisions of this clause in every subcontract or purchase order of \$10,000 or more unless exempted by rules, regulations, or orders of the [federal] secretary issued pursuant to section 503 of the Act, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the director of the Office of Federal Contract Compliance Programs may direct to enforce such provisions, including action for non-compliance.

Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. Sec. 791 et seq.) prohibits discrimination on the basis of handicap in all federally assisted programs and activities. It requires the analysis and making of any changes needed in three general areas of operation-programs, activities, and facilities and employment. It states, among other things, that:

Grantees that provide health... services should undertake tasks such as ensuring emergency treatment for the hearing impaired and making certain that persons with impaired sensory or speaking skills are not denied effective notice with regard to benefits, services, and waivers of rights or consents to treatments.

- D) All sub-recipients comply with Title VI of the Civil Rights Act of 1964 that they must not discriminate in participation by race, color, or national origin.
- E) All sub-recipients of federal funds from SAMHSA (Substance Abuse and Mental Health Services Administration) or NIH (National Institute of Health) are prohibited from paying any direct salary at a rate more than Executive Level 1 per year. (This includes, but is not limited to, sub-recipients of the Substance Abuse Prevention and Treatment and the Community Mental Health Block Grants and NIH research grants.)

- F) There may be no discrimination on the basis of age, according to the requirements of the Age Discrimination Act of 1975.
- G) For any education program, as required by Title IX of the Education Amendments of 1972, there may be no discrimination on the basis of sex.
- H) For research projects, a form for Protection of Human Subjects (Assurance/ Certification/ Declaration) should be completed by each level funded, assuring that either: (1) there are no human subjects involved, or that (2) an Institutional Review Board (IRB) has given its formal approval before human subjects are involved in research. [This is normally done during the application process rather than after the award is made, as with other assurances and certifications.]
- I) In addition, there are conditions, requirements, and restrictions which apply only to specific sources of federal funding. These should be included in your grant/contract documents when applicable.

CERTIFICATION REGARDING LOBBYING
Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Award No.	Organizational Entry
Name and Title of Official Signing for Organizational Entry	Telephone No. Of Signing Official
Signature of Above Official	Date Signed

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352
(See reverse for public burden disclosure.)

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INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether sub-awardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a follow-up report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, State and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or sub-award recipient. Identify the tier of the sub-awardee, e.g., the first sub-awardee of the prime is the 1st tier. Sub-awards include but are not limited to subcontracts, sub-grants and contract awards under grants.
5. If the organization filing the report in item 4 checks "Sub-awardee," then enter the full name, address, city, State and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number; Invitation for Bid (IFB) number; grant announcement number; the contract, grant, or loan award number; the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP-DE-90-001."
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10. (a) Enter the full name, address, city, State and zip code of the lobbying registrant under the Lobbying Disclosure Act of 1995 engaged by the reporting entity identified in item 4 to influence the covered Federal action.
10. (b) Enter the full names of the individual(s) performing services, and include full address if different from 10 (a). Enter Last Name, First Name, and Middle Initial (MI).
11. The certifying official shall sign and date the form and print his/her name, title, and telephone number.

According to the Paperwork Reduction Act, as amended, no persons are required to respond to a collection of information unless it displays a valid OMB Control Number. The valid OMB control number for this information collection is OMB No. 0348-0046. Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0046), Washington, DC 20503.

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Public Health Service
Health Resources and
Service Administration
Rockville, MD 20857

CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

Public Law 103-227, also known as the Pro Children Act of 1994, Part C Environmental Tobacco Smoke, requires that smoking not be permitted in any portion of any indoor facility owned, or leased or contracted for by an entity and used routinely or regularly for provision of health, day care, early childhood development services, education or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law also applies to children's services that are provided in indoor facilities that are constructed, operated or maintained with such Federal funds. The law does not apply to children's services provided in private residences, portions of facilities used for inpatient drug or alcohol treatment, service providers whose sole sources of applicable Federal funds is Medicare or Medicaid, or facilities where WIC coupons are redeemed. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 for each violation and/or the imposition of an administrative compliance order on the responsible entity.

By signing this certification, the offeror/contractor (for acquisitions) or applicant/grantee (for grants) certifies that the submitting organization will comply with the requirements of the Act and will not allow smoking within any portion of any indoor facility used for the provision of services for children as defined by the Act.

The submitting organization further agrees that it will require the language of this certification be included in any sub-awards which contain provisions for children's services and that all sub-recipients shall certify accordingly.

Signature of Authorized Certifying Individual

ATTACHMENT K – NON-DISCLOSURE AGREEMENT

THIS NON-DISCLOSURE AGREEMENT (“Agreement”) is made as of this ____ day of ____, 20____, by and between the State of Maryland (“the State”), acting by and through its Department of Health and Mental Hygiene (the “Department”) and ____ (the “Contractor”).

RECITALS

WHEREAS, the Contractor has been awarded a contract (the “Contract”) for ____ Contract No. DHMH OPASS (enter contract number) dated ____, 20____ following an Invitation for Bids (“IFB”) DHMH OPASS (enter IFB number); and

WHEREAS, in order for the Contractor to perform the work required under the Contract, it will be necessary for the State at times to provide the Contractor and the Contractor’s employees, agents, and subcontractors (collectively the “Contractor’s Personnel”) with access to certain information the State deems confidential information (the “Confidential Information”).

NOW, THEREFORE, in consideration of being given access to the Confidential Information in connection with the IFB and the Contract, and for other good and valuable consideration, the receipt and sufficiency of which the parties acknowledge, the parties do hereby agree as follows:

1. Confidential Information means any and all information provided by or made available by the State to the Contractor in connection with the Contract, regardless of the form, format, or media on or in which the Confidential Information is provided and regardless of whether any such Confidential Information is marked as such. Confidential Information includes, by way of example only, information that the Contractor views, takes notes from, copies (if the State agrees in writing to permit copying), possesses or is otherwise provided access to and use of by the State in relation to the Contract.
2. Contractor shall not, without the State’s prior written consent, copy, disclose, publish, release, transfer, disseminate, use, or allow access for any purpose or in any form, any Confidential Information provided by the State except for the sole and exclusive purpose of performing under the Contract. Contractor shall limit access to the Confidential Information to the Contractor’s Personnel who have a demonstrable need to know such Confidential Information in order to perform under the Contract and who have agreed in writing to be bound by the disclosure and use limitations pertaining to the Confidential Information. The names of the Contractor’s Personnel are attached hereto and made a part hereof as Exhibit A. Each individual whose name appears on Exhibit A shall execute a copy of this Agreement and thereby be subject to the terms and conditions of this Agreement to the same extent as the Contractor. Contractor shall update Exhibit A by adding additional names (whether Contractor’s personnel or a subcontractor’s personnel) as needed, from time to time.
3. If the Contractor intends to disseminate any portion of the Confidential Information to non-employee agents who are assisting in the Contractor’s performance of the IFB or who will otherwise have a role in performing any aspect of the IFB, the Contractor shall first obtain the written consent of the State to any such dissemination. The State may grant, deny, or condition any such consent, as it may deem appropriate in its sole and absolute subjective discretion.
4. Contractor hereby agrees to hold the Confidential Information in trust and in strictest confidence, to adopt or establish operating procedures and physical security measures, and to take all other measures necessary to protect the Confidential Information from inadvertent release or disclosure to unauthorized third parties and to prevent all or any portion of the Confidential Information from falling into the public domain or into the possession of persons not bound to maintain the confidentiality of the Confidential Information.

5. Contractor shall promptly advise the State in writing if it learns of any unauthorized use, misappropriation, or disclosure of the Confidential Information by any of the Contractor's Personnel or the Contractor's former Personnel. Contractor shall, at its own expense, cooperate with the State in seeking injunctive or other equitable relief against any such person(s).
6. Contractor shall, at its own expense, return to the Department, all copies of the Confidential Information in its care, custody, control or possession upon request of the Department or on termination of the Contract.
7. A breach of this Agreement by the Contractor or by the Contractor's Personnel shall constitute a breach of the Contract between the Contractor and the State.
8. Contractor acknowledges that any failure by the Contractor or the Contractor's Personnel to abide by the terms and conditions of use of the Confidential Information may cause irreparable harm to the State and that monetary damages may be inadequate to compensate the State for such breach. Accordingly, the Contractor agrees that the State may obtain an injunction to prevent the disclosure, copying or improper use of the Confidential Information. The Contractor consents to personal jurisdiction in the Maryland State Courts. The State's rights and remedies hereunder are cumulative and the State expressly reserves any and all rights, remedies, claims and actions that it may have now or in the future to protect the Confidential Information and to seek damages from the Contractor and the Contractor's Personnel for a failure to comply with the requirements of this Agreement. In the event the State suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys' fees and disbursements) that are attributable, in whole or in part to any failure by the Contractor or any of the Contractor's Personnel to comply with the requirements of this Agreement, the Contractor shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and costs.
9. Contractor and each of the Contractor's Personnel who receive or have access to any Confidential Information shall execute a copy of an agreement substantially similar to this Agreement and the Contractor shall provide originals of such executed Agreements to the State.
10. The parties further agree that:
 - a. This Agreement shall be governed by the laws of the State of Maryland;
 - b. The rights and obligations of the Contractor under this Agreement may not be assigned or delegated, by operation of law or otherwise, without the prior written consent of the State;
 - c. The State makes no representations or warranties as to the accuracy or completeness of any Confidential Information;
 - d. The invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement;
 - e. Signatures exchanged by facsimile are effective for all purposes hereunder to the same extent as original signatures; and
 - f. The Recitals are not merely prefatory but are an integral part hereof.

Contractor: _____

Department of Health & Mental
Hygiene:

By: _____ (SEAL)

By: _____

Printed Name and Title:

Printed Name and Title:

Date: _____

Date: _____

NON-DISCLOSURE AGREEMENT – EXHIBIT 1

**LIST OF CONTRACTOR’S EMPLOYEES AND AGENTS WHO WILL BE GIVEN ACCESS TO
THE CONFIDENTIAL INFORMATION**

Printed Name and Address of Individual/Agent	Employee (E) or Agent (A)	Signature	Date

NON-DISCLOSURE AGREEMENT – EXHIBIT 2

CERTIFICATION TO ACCOMPANY RETURN OF CONFIDENTIAL INFORMATION

I AFFIRM THAT:

To the best of my knowledge, information, and belief, and upon due inquiry, I hereby certify that: (i) all Confidential Information which is the subject matter of that certain Agreement by and between the State of Maryland and _____ (“Contractor”) dated _____, 20____ (“Agreement”) is attached hereto and is hereby returned to the State in accordance with the terms and conditions of the Agreement; and (ii) I am legally authorized to bind the Contractor to this affirmation.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF, HAVING MADE DUE INQUIRY.

DATE: _____

NAME OF CONTRACTOR: _____

BY: _____
(Signature)

TITLE: _____
(Authorized Representative and Affiant)

ATTACHMENT L – SURVEY INSTRUMENTS

Agency #				O 0	Self
Person #				O 1	Proxy 1
				O 2	Proxy 2

Emotional Well-Being 1. Would you say you are a happy person? O ① Yes O ② Sometimes O ③ No		9. Can you talk on the telephone in private? O ① Yes O ② Sometimes O ③ No
2. How do you feel about your home where you live? O ① Proud O ② OK O ③ Not proud		10. When you have a problem with staff, is it easy to say something? O ① Yes O ② Sometimes O ③ No
3. Do you feel you can be a leader and help others? O ① Yes O ② Sometimes O ③ No		11. Can you vote if you want to? O ① Yes O ② Maybe or don't know O ③ No
4. How safe do you feel in your neighborhood? O ① Very safe O ② Somewhat safe O ③ Not safe		12. Do people who work at stores and restaurants treat you with respect? O ① Yes O ② Sometimes O ③ No
5. Do you like yourself? O ① Most of the time O ② Some of the time O ③ None of the time		Self-Determination 13. Did you pick who you live with? O ① Yes O ② Some O ③ No
6. In general, how happy are you with your life? O ① Very happy O ② OK O ③ Not happy		14. Are you making the plans for your life? O ① Yes O ② Sometimes O ③ No
Rights 7. Do staff ask before they come into your home or room? O ① Yes O ② Sometimes O ③ No		15. Do you choose the food that you eat? O ① Yes O ② Sometimes O ③ No
8. Can you lock the bathroom door if you want to? O ① Yes O ② Maybe O ③ No		16. Do you choose how to spend your own money? O ① Yes O ② Sometimes O ③ No

17. Did you choose your job or what you do most days? ☐ ☹1 Yes ☐ ☹2 Some ☐ ☹3 No	<i>Interpersonal Relations</i> 25. Do you have friends who are not paid staff? ☐ ☹1 Yes ☐ ☹2 Some ☐ ☹3 No
18. Can you say "no" when you are asked to do something that you don't want to do? ☐ ☹1 Yes ☐ ☹2 Sometimes ☐ ☹3 No	26. How often do you see friends on weekends? ☐ ☹1 Most weekends ☐ ☹2 Some weekends ☐ ☹3 Not on weekends
<i>Social Inclusion</i> 19. Do people other than your staff take you places? ☐ ☹1 Often ☐ ☹2 Sometimes ☐ ☹3 No	27. How involved is your family in your life? ☐ ☹1 Just the right amount ☐ ☹2 Too much ☐ ☹3 Not involved
20. Do you go to fun things in your community? ☐ ☹1 Often ☐ ☹2 Sometimes ☐ ☹3 No	28. How often do you see, talk with, or email your family? ☐ ☹1 Often ☐ ☹2 Sometimes ☐ ☹3 Never
21. If you want, do you go to church, synagogue, or other place of worship? ☐ ☹1 Often ☐ ☹2 Sometimes ☐ ☹3 No	29. Do you have family or friends who you trust and can ask for help and support if you want? ☐ ☹1 Yes ☐ ☹2 Sometimes ☐ ☹3 No
22. Do you talk or visit with your neighbors? ☐ ☹1 Often ☐ ☹2 Sometimes ☐ ☹3 No	30. Can you have a girlfriend or boyfriend if you want? ☐ ☹1 Yes ☐ ☹2 Not sure ☐ ☹3 No
23. When you make a mistake, do people help you? ☐ ☹1 Yes ☐ ☹2 Sometimes ☐ ☹3 No	31. Can you be alone with a girlfriend or boyfriend if you want? ☐ ☹1 Yes ☐ ☹2 Not sure ☐ ☹3 No
24. Do you volunteer in your neighborhood or community? ☐ ☹1 Yes ☐ ☹2 Sometimes ☐ ☹3 No	<i>Personal Development</i> 32. Does your job or what you do most days make you feel important? ☐ ☹1 Yes ☐ ☹2 Sometimes ☐ ☹3 No

33. Are you getting the training that will help you get a job or a better job? O Ⓐ Yes O Ⓑ Not sure O Ⓒ No	42. Can you get the sleep you need without being disturbed? O Ⓐ Yes O Ⓑ Sometimes O Ⓒ No
34. When you set goals, do people help you reach them? O Ⓐ Yes O Ⓑ Sometimes O Ⓒ No	Material Well-Being 43. Do you have things that are just yours? O Ⓐ Many O Ⓑ Some O Ⓒ No
35. Are you learning things that will make you a better person? O Ⓐ Yes O Ⓑ Sometimes O Ⓒ No	44. On money, do you feel that you are . . . O Ⓐ Well off O Ⓑ Have some money problems O Ⓒ Poor
36. Do people help you learn how to do things for yourself? O Ⓐ Most of the time O Ⓑ Sometimes O Ⓒ No	45. Do you have money each week that you can spend on what you want? O Ⓐ Yes O Ⓑ Sometimes O Ⓒ No
37. Do you speak up for yourself and others? O Ⓐ Yes O Ⓑ You are learning to O Ⓒ No	46. Do you save money . . . O Ⓐ Almost every month O Ⓑ Sometimes O Ⓒ Never?
Physical Well-Being 38. On your health, are people . . . O Ⓐ Concerned the right amount O Ⓑ Too concerned O Ⓒ Do not care about your health?	47. Do you have the chance to earn good money? O Ⓐ Yes, you earn good money now O Ⓑ Not sure O Ⓒ No
39. Is your health: O Ⓐ Good O Ⓑ Fair O Ⓒ Poor?	48. Do you get a paycheck from a job? O Ⓐ Regularly (<i>Go to Q50</i>) O Ⓑ Sometimes (<i>Go to Q50</i>) O Ⓒ No
40. Do people help you be as healthy as you can be? O Ⓐ Yes O Ⓑ Some O Ⓒ No	49. Do you want a job? O Ⓐ No (<i>Go to Q53</i>) O Ⓑ Maybe (<i>Go to Q53</i>) O Ⓒ Yes (<i>Go to Q53</i>)
41. Do you have regular check ups with a dentist? O Ⓐ Yes O Ⓑ Sometimes O Ⓒ No	(<i>Ask only if person gets a paycheck</i>) 50. Do you like doing this type of work? O Ⓐ Yes O Ⓑ Sometimes O Ⓒ No

51. Does your boss think you are a good worker? O ① Yes O ② Sometimes O ③ No
52. Do you want a better job? O ① No O ② Maybe O ③ Yes
Staff and Services
53. Do you get the services you need? O ① Yes O ② Sometimes O ③ No
54. Does your staff give you the help you need? O ① Yes O ② Sometimes O ③ No
55. Do you trust your staff? O ① Yes O ② Sometimes O ③ No
56. Does your service coordinator listen to you and help you reach your goals? O ① Yes O ② Sometimes O ③ No or don't have one
57. Do your program and support people give you the services that are important to you? O ① Yes O ② Sometimes O ③ No
58. When you need new staff, do you... O ① Hire them on your own O ② Help choose them O ③ Have no say

I have one more question. It is different than all the others. It is not confidential or private. If you tell me that people hurt you, I must tell my supervisor. She will talk to you and then report it.

59. Do staff or people you live with hit or hurt you?
O ① No
O ② Sometimes (Get supervisor)
O ③ Often (Get supervisor)

Thank you. Those are all my questions.

60. Interviewer names: 1. _____ 2. _____ OR O 01 Self completion by person/proxy
61. Date: _____ / _____ / _____ month day year
62. Who was the person who answered? O 1 The consumer O 2 The consumer helped by others O 3 Family member, friend, advocate O 4 Resource coordinator O 5 Day staff person or job coach O 6 Residential staff person O 7 Other agency staff person
63. Were the consumer's staff or family in the room during the interview? O 1 Yes O 2 No
64. Where was the interview conducted? O 1 Consumer's home O 2 Work place, day center O 3 Other place O 4 By telephone O 5 Mail, fax

ATTACHMENT L – SURVEY INSTRUMENTS

A. DOMAIN: B. CONSUMER OUTCOMES		Overview: Consumer outcome indicators concern how well the public system aids adults with developmental disabilities to work, participate in their communities, have friends and sustain relationships, and exercise choice and self-determination. Other indicators in this domain probe how satisfied individuals are with services and supports.	
SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Work	<i>People have support to find and maintain community integrated employment.</i>	<i>The average bi-weekly earnings of people who have jobs in the community.</i>	Consumer Survey
		The average number of hours worked bi-weekly by people with jobs in the community.	Consumer Survey
		The percent of people earning at or above the State minimum wage.	Consumer Survey
		Of people who have a job in the community, the percent who were continuously employed during the previous year.	Consumer Survey
		Of people who have a job in the community, the percent who receive vacation and/or sick time benefits.	Consumer Survey
		Of people who have a job in the community, the average length of time they have been working at their current job.	Consumer Survey
		The proportion of people who have a goal of integrated employment in their individualized service plan.	Consumer Survey
		The proportion of people who have a job in the community.	Consumer Survey
		The proportion of people who do not have a job in the community but would like to have one.	Consumer Survey
		The proportion of people who go to a day program or have some other daily activity.	Consumer Survey
		The proportion of people who do volunteer work.	Consumer Survey
		The proportion of all individuals who receive daytime supports of any type who are engaged in community integrated employment.	System
Community Inclusion	<i>People have support to participate in everyday community activities.</i>	The proportion of people who regularly participate in everyday integrated activities in their communities.	Consumer Survey

Choice and Decision-making	<i>People make choices about their lives and are actively engaged in planning their services and supports.</i>	The proportion of people who make choices about their everyday lives, including: housing, roommates, daily routines, jobs, support staff or providers, what to spend money on, and social activities.	Consumer Survey
		The proportion of people who report having been provided options about where to live, work, and go during the day.	Consumer Survey
Self-determination	<i>People have authority and are supported to direct and manage their own services.</i>	The proportion of people who are currently using a self-directed supports option.	Consumer Survey
		The proportion of people self-directing who report that someone talked with them about their individual budget/services.	Consumer Survey
		The proportion of people self-directing who have help in deciding how to use their individual budget/services.	Consumer Survey
		The proportion of people self-directing who report that they can make changes to their budget/services if they need to.	Consumer Survey
		The proportion of people self-directing who report that they need more help in deciding how to use their budget/services.	Consumer Survey
		The proportion of people self-directing who receive information about their budget/services that is easy to understand.	Consumer Survey
		The proportion of people self-directing whose support workers come when they are supposed to.	Consumer Survey
		The proportion of people self-directing who get the help they need to work out problems with their support workers.	Consumer Survey
Relationships	People have friends and relationships.	The proportion of people who have friends and caring relationships with people other than support staff and family members.	Consumer Survey
		The proportion of people who have a close friend, someone they can talk to about personal things.	Consumer Survey
		The proportion of people who are able to see their families and friends when they want.	Consumer Survey
		The proportion of people who feel lonely.	Consumer Survey
		The proportion of people who talk with their neighbors.	Consumer Survey
		The proportion of people who can go out on a date if they want to.	Consumer Survey
		The proportion of people who report that they get to help others.	Consumer Survey
Satisfaction	<i>People are satisfied with the</i>	The proportion of people who are satisfied with where they live.	Consumer Survey
		The proportion of people who are satisfied with their job.	Consumer Survey

	<i>services and supports they receive.</i>	The proportion of people who have a community job who would like to work somewhere else.	Consumer Survey
		The proportion of people who go to a day program or have other daily activity who would like to go somewhere else or do something else during the day.	Consumer Survey
		The proportion of people who report that they would like to live somewhere else.	Consumer Survey
		The proportion of people who are satisfied with their day program or other daily activity.	Consumer Survey
C. DOMAIN: D. SYSTEM PERFORMANCE		Overview: The system performance indicators address the following topics: (a) service coordination; (b) family and individual participation in provider-level decisions; (c) the utilization of and outlays for various types of services and supports; (d) cultural competency; and (e) access to services.	
SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Service Coordination	<i>Service coordinators are accessible, responsive, and support the person's participation in service planning.</i>	The proportion of people reporting that service coordinators help them get what they need.	Consumer Survey
		The proportion of people who were involved in creating their service plan	Consumer Survey
		The proportion of people reporting that service coordinators ask them what they want.	Consumer Survey
		The proportion of people who have met their service coordinators.	Consumer Survey
		The proportion of people who report that their service coordinators call them back right away.	Consumer Survey
Family and Individual Participation	<i>Families and individuals are involved in provider-level decision making.</i>	The proportion of voting members on provider agency boards of directors who are primary consumers.	Provider Survey
		The proportion of voting members on provider agency boards of directors who are family members of primary consumers.	Provider Survey
SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Selected Services Utilization	<i>The service system supports community integration and personal independence.</i>	The proportion of individuals age 18 and over who are supported to live in a home of their own compared to the total number of persons who receive residential services	RISP Survey
		The proportion of individuals age 18 and over who receive residential services in living arrangements that serve three or fewer persons with disabilities	RISP Survey - modified

		The proportion of individuals age 18 and over who are supported in community integrated employment compared to the total number of adults who receive day services	Basic profile report
		The proportion of individuals supported through the HCBS waiver program compared to the total number of persons who receive Medicaid long-term services	RISP survey
		The proportion of HCBS waiver participants who receive supports in a home of their own	RISP survey
		The proportion of individuals who direct their own services.	Basic profile report
		Proportion of expenditures devoted to community services compared to total expenditures	SOS survey
		Proportion of Medicaid expenditures devoted to Medicaid HCBS compared to total Medicaid long-term services expenditures	RISP survey
SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Financial Level of Effort	<i>There are sufficient dollars to meet the needs of individuals.</i>	Total state expenditures for developmental disabilities adjusted for state population size and economic variables	SOS survey Bureau of the Census Bureau of Economic Analysis Bureau of Labor Statistics
		Total Medicaid long term services expenditures adjusted for state population size and economic variables	RISP survey Bureau of Economic Analysis Bureau of Labor Statistics
		Expenditures per person for Medicaid long-term services, adjusted for economic and other variables	<u>RISP survey</u> Bureau of Economic Analysis
Cultural Competency	<i>Racial and ethnic minorities have access to services and supports.</i>	The proportion of people served, by race and ethnicity, relative to their proportions in the general population.	Basic profile report

SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Access	<i>Publicly-funded services are readily available to individuals who need and qualify for them.</i>	The number of persons age 18 and over who receive services per 100,000 adults in the population	<u>Basic profile report</u> Bureau of the Census
		The proportion of persons age 18 and over who receive services compared to the estimated number of adults with a developmental disability in a state's population	<u>Basic profile report</u> <u>Bureau of the Census</u> University of Minnesota estimated prevalence rates by age cohort
		The number of persons age 18 and over who receive residential services per 100,000 adults in the population	<u>University of Minnesota RISP survey – modified</u> Bureau of the Census
		The number of persons age 18 and over who live with their families and receive in-home supports per 100,000 adults in the population	<u>University of Minnesota RISP survey – modified</u> Bureau of the Census
		The proportion of persons age 18 and over who receive residential services compared to the number who need such services	Basic profile report
		The number of individuals age 18 and over who receive day services per 100,000 adults in the population	Basic profile report Bureau of the Census

SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Access (continued)		The number of children and youth who receive residential services or are in households who benefit from family support per 100,000 children and youth in the population	<u>Basic profile report</u> <u>RISP survey – modified</u> Bureau of the Census
		The number of children in households who benefit from family support per 100,000 children and youth in the population	<u>Basic profile report</u> Bureau of the Census
		The number of individuals overall and by program who receive Medicaid long-term services per 100,000 persons in the population	<u>RISP survey</u> Bureau of the Census
		The proportion of people who report that they are able to go to the doctor when they need to.	Consumer Survey
		The proportion of people who report having adequate transportation when they want to go somewhere.	Consumer Survey
		The proportion of people who feel their support staff have been appropriately trained to meet their needs.	Consumer Survey
		The rate at which people report that they do not get the services they need.	Consumer Survey
		E. DOMAIN: F. HEALTH, WELFARE & RIGHTS	
SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Safety	People are safe from abuse, neglect, and injury.	The mortality rate of the served MR/DD population compared to the general area population, by age, by cause of death (natural or medico-legal), and by MR or DD diagnosis.	System
		The incidence of serious injuries reported among people with MR/DD in the course of service provision, during the past year.	System

		The proportion of people who were victims of selected crimes reported to a law enforcement agency during the past year, by type of crime (rape, aggravated assault, and theft).	System
		The proportion of people who report that they feel safe in their home, neighborhood, workplace, and day program/ at other daily activity.	Consumer Survey
		The proportion of people who report having someone to go to for help when they feel afraid.	Consumer Survey
Health	<i>People secure needed health services.</i>	The proportion of people who have had a complete annual physical exam in the past year.	Consumer Survey
		The proportion of women 18 and over who have had a Pap test screening in the past year.	Consumer Survey
		The proportion of people who have had a routine dental exam in the past year.	Consumer Survey
		The proportion of people described as having poor health.	Consumer Survey
		The proportion of people reported as having a primary care doctor.	Consumer Survey
		The proportion of people who have had a vision screening within the past year.	Consumer Survey
SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Health (continued)		The proportion of people who have had a hearing test within the past 5 years.	Consumer Survey
		The proportion of people who have had a flu vaccination within the past 12 months.	Consumer Survey
		The proportion of people who have ever had a vaccination for pneumonia.	Consumer Survey
		The proportion of women over 40 who have had a mammogram within the past 2 years.	Consumer Survey
		The proportion of men over 50 who have had a PSA test within the past year.	Consumer Survey
		The proportion of people age 50 and older who have had a screening for colorectal cancer within the past year.	Consumer Survey
Medications	<i>Medications are managed effectively and appropriately.</i>	The proportion of people taking medications for mood, anxiety, behavior problems, or psychotic disorders.	Consumer Survey
Wellness	<i>People are supported to maintain healthy habits.</i>	The proportion of people who maintain healthy habits in such areas as smoking, weight, and exercise.	Consumer Survey

Restraints	The system makes limited use of restraints or other restrictive practices.	The incidence of restraints reported in the past year, by type of restraint and by living arrangement.	System
		The incidence of serious injuries resulting from the use of restraints.	System
Respect/Rights	People receive the same respect and protections as others in the community.	The proportion of people whose basic rights are respected by others.	Consumer Survey
		The proportion of people who have participated in a self-advocacy group meeting, conference, or event.	Consumer Survey
		The proportion of people who report satisfaction with the amount of privacy they have.	Consumer Survey
		The proportion of people indicating that most staff treat them with respect.	Consumer Survey
G. DOMAIN: H. STAFF STABILITY		Overview: These indicators concern provider staff stability and competence of direct contact staff.	
SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Staff Stability	Direct contact staff turnover ratios and recruitment and training absentee rates are low enough to maintain continuity of supports and efficient use of resources.	The crude separation rate, defined as the proportion of direct contact staff separated in the past year.	Provider Survey
		Average length of service for all direct contact staff who separated in the past year, and for all currently employed direct contact staff.	Provider Survey
		The vacancy rate, defined as the proportion of direct contact positions that were vacant as of a specified date.	Provider Survey
I. DOMAIN: J. FAMILY INDICATORS		Overview: The family indicators concern how well the public system assists children and adults with developmental disabilities, and their families, to exercise choice and control in their decision-making, participate in their communities, and maintain family relationships. Additional indicators probe how satisfied families are with services and supports they receive, and how supports have affected their lives.	
SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE

Information and Planning	<i>Families/family members with disabilities have the information and support necessary to plan for their services and supports.</i>	The proportion of families who report they are informed about the array of existing and potential resources (including information about their family member's disability, services and supports, and public benefits), in a way that is easy to understand.	All Family Surveys
		The proportion of families who report they have the information needed to skillfully plan for their services and supports.	All Family Surveys
		The proportion of families reporting that their support plan includes or reflects things that are important to them.	All Family Surveys
		The proportion of families who report that staff who assist with planning are knowledgeable and respectful.	All Family Surveys
Choice & Control	<i>Families/family members with disabilities determine the services and supports they receive, and the individuals or agencies who provide them.</i>	The proportion of families reporting that they control their own budgets/supports (i.e. they choose what supports/goods to purchase).	Children & Adult Family Surveys
		The proportion of families who report they choose, hire and manage their service/support providers.	All Family Surveys
		The proportion of families who report that staff are respectful of their choices and decisions.	All Family Surveys
SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Access & Support Delivery	<i>Families/family members with disabilities get the services and supports they need.</i>	The proportion of eligible families who report having access to an adequate array of services and supports.	All Family Surveys
		The proportion of families who report that services/supports are available when needed, even in a crisis.	All Family Surveys
		The proportion of families reporting that staff or translators are available to provide information, services and supports in the family/family member's primary language/method of communication.	All Family Surveys
		The proportion of families who report that service and support staff/providers are available and capable of meeting family needs.	All Family Surveys
		The proportion of families who report that services/supports are flexible to meet their changing needs.	All Family Surveys
		The proportion of families who indicate that services/supports provided outside of the home (e.g., day/employment, residential services) are done so in a safe and healthy environment.	Both Adult Family Surveys

Community Connections	<i>Families/family members use integrated community services and participate in everyday community activities.</i>	The proportion of families/family members who participate in integrated activities in their communities.	All Family Surveys
		The proportion of families who report they are supported in utilizing natural supports in their communities (e.g., family, friends, neighbors, churches, colleges, recreational services).	All Family Surveys
Family Involvement	<i>Families maintain connections with family members not living at home.</i>	The proportion of families/guardians of individuals not living at home who report the extent to which the system supports continuing family involvement.	Family/Guardian Survey
SUBDOMAIN	CONCERN	INDICATOR	DATA SOURCE
Satisfaction	<i>Families/family members with disabilities receive adequate and satisfactory supports.</i>	The proportion of families who report satisfaction with the information and supports received, and with the planning, decision-making, and grievance processes.	All Family Surveys
Family Outcomes	<i>Individual and family supports make a positive difference in the lives of families.</i>	The proportion of families who feel that services and supports have helped them to better care for their family member living at home.	Children & Adult Family Surveys

ATTACHMENT M – ABUSE ALLEGATION FORM

Abuse and Neglect Protocol

If a person (receiving DDA-funded services) who is being interviewed alleges abuse or neglect during the course of an interview, the interviewer will:

1. Have the Coordinator speak with the person being interviewed to share the report of abuse or neglect. A Coordinator is present during each interview session. The Coordinator will ask the person being interviewed if this event has been previously reported and handled to their satisfaction. If they agree it has been handled, the Coordinator will email the details of the event to the Executive Director of the agency and the contact person where the interviewing was taking place. This email will then be printed and placed in the Quality of Life agency file and serve as proper documentation.
2. Maryland law requires law enforcement agents, **human service professionals**, and health care practitioners to report all cases of suspected adult abuse, including neglect, self-neglect, and financial exploitation immediately. If the alleged event has not been previously reported, the Quality of Life survey Coordinator notifies the provider contact person where the interview is taking place that the allegation has occurred and that they will be calling the Local Police. If the agency contact states that the individual alleging abuse repeatedly makes false allegations the Quality of Life Survey Coordinator will ask for this statement to be documented on the abuse allegation form. If this statement is completed on the form, then the Police are not called and the Regional Coordinator will then send an email with a copy of the written statement to the Regional DDA Office with an explanation of what occurred. This email will then be printed and placed in the Quality of Life agency file and serve as proper documentation. If the statement is not received then the Police are called. When in conversation with the Police, the survey Coordinator must ask if they should also contact the local Adult Protective Services agency. If the Police have been called, upon returning to the office after the incident, the Quality of Life survey Coordinator will email the details of the event to the Executive Director of the agency where the interviewing was taking place, with a copy to the appropriate Regional DDA Office. This email will then be printed and placed in the Quality of Life agency file and serve as proper documentation.

Quality of Life Survey Abuse Allegation Form
To be used when abuse is alleged and the event has not been previously reported.

Name of individual alleging abuse:_____

Agency ID#_____ Date:_____

Please document the allegation: _____

Who is the alleged offender? Name (if provided):_____

- _____ Agency Staff (Residential/Day Program/Employment/ISS)
- _____ Individual with disabilities
- _____ Family member (including foster family member)
- _____ A general member of the community

If the individual has a history of making false allegations or if this incident had been previously reported and investigated, agency contact should make statement here:

Agency Contact Signature:_____ Date:_____

For internal use only:

_____ Called Police-----Name of Person receiving call:_____

_____ Called Adult Protective Services if instructed to do so by local police

_____ Reported to Project Manager

_____ Emailed and faxed form and information to Regional DDA Office contact and Executive Director of
agency where allegation occurred

_____ Received confirmation of receipt from Regional DDA Office

_____ Copy of this form placed in agency file