

Agency of Human Services, Department of Corrections
280 State Drive, NOB 2 South | Waterbury, VT 05671-2000
802-241-2442
<https://doc.vermont.gov/content/current-rfps>



SEALED BID

REQUEST FOR PROPOSAL

Health Services Monitor

ISSUE DATE	February 04, 2025
QUESTIONS DUE	February 14, 2025 – 4:30 PM (EST)
RFP RESPONSES DUE BY	February 25, 2025 – 4:30 PM (EST)

PLEASE BE ADVISED THAT ALL NOTIFICATIONS, RELEASES, AND ADDENDUMS ASSOCIATED WITH THIS RFP WILL BE POSTED AT:

[Current RFPs | Department of Corrections \(vermont.gov\)](#)
and
[Vermont Business Registry and Bid System - Home](#)

THE STATE WILL MAKE NO ATTEMPT TO CONTACT INTERESTED PARTIES WITH UPDATED INFORMATION. IT IS THE RESPONSIBILITY OF EACH BIDDER TO PERIODICALLY CHECK THE ABOVE WEBPAGE FOR ANY AND ALL NOTIFICATIONS, RELEASES AND ADDENDUMS ASSOCIATED WITH THIS RFP.

STATE CONTACT: Aviva Tevah
E-MAIL: aviva.tevah@vermont.gov

1. OVERVIEW:

- 1.1. **SCOPE AND BACKGROUND:** Through this Request for Proposal (RFP) the AHS/Department of Corrections (hereinafter the “State”) is seeking to establish contracts with one or more companies that can provide Health Services Monitoring.
- 1.2. **CONTRACT PERIOD:** Contracts arising from this RFP will be for a period of two (2) years with an option to renew for up to three (3) additional twelve (12) month periods. The State anticipates the start date for such contract(s) will be July 1, 2025.
- 1.3. **SINGLE POINT OF CONTACT:** All communications concerning this RFP are to be addressed in writing to the State Contact listed on the front page of this RFP. Actual or attempted contact with any other individual from the State concerning this RFP is strictly prohibited and may result in disqualification.
- 1.4. **QUESTION AND ANSWER PERIOD:** Any bidder requiring clarification of any section of this RFP or wishing to comment on any requirement of the RFP must submit specific questions in writing no later than the deadline for question indicated on the first page of this RFP. Questions may be e-mailed to the point of contact on the front page of this RFP. Questions or comments not raised in writing on or before the last day of the question period are thereafter waived. At the close of the question period a copy of all questions or comments and the State's responses will be posted on the State’s web site <https://doc.vermont.gov/content/current-rfps>. Every effort will be made to post this information as soon as possible after the question period ends, contingent on the number and complexity of the questions.
- 1.5. **CHANGES TO THIS RFP:** Any modifications to this RFP will be made in writing by the State through the issuance of an Addendum to this RFP and posted online at <https://doc.vermont.gov/content/current-rfps>. Modifications from any other source are not to be considered.

2. GENERAL REQUIREMENTS:

2.1. Background and Needs Statement

The Vermont Department of Corrections (DOC), Health Services Division (Health Services) is seeking proposals for a Health Services Monitor that will assist the DOC in monitoring the quality of health services provided by the DOC’s Comprehensive correctional health care contractor.

- Delivery of comprehensive health care services to incarcerated people as mandated by State legislation, settlement agreements, Federal laws, the US Constitution, National Commission on Correctional Health Care standards, and other required standards.
- Delivery of healthcare services which are timely, appropriate, physician-driven, and in keeping with general best practices.
- Development of Continuous Quality Improvement (CQI) initiatives..

The DOC contracts with a private entity to provide comprehensive health care and services to incarcerated individuals. The Contractor shall provide an independent assessment of the quality of the care provided by the entity contracted to provide health services to individuals housed in Vermont’s correctional facilities. The purpose of this assessment is to provide the DOC with objective, accurate, and meaningful data for:

- Improving the quality of care
- Identifying potential barriers to care
- Evaluating the timeliness and appropriateness of rendered services in accordance with established standards
- The ongoing development of continuous quality improvement initiatives.
- Complying with the terms of settlement agreements.

Proceedings, reports, and records of services provided under this contract that relate to the Peer Review Process shall be provided in a manner consistent with Vermont State Statute 26 VSA 1441-1443 and as such shall be confidential and not subject to re-disclosure except as where permitted by law. These reports may include but may not be limited to the following:

- Peer Reviews
- Independent case reviews
- Root Cause Analyses (RCA)

- RCA follow-up reports
- Medical records chart audits

Prior to instituting services under this contract, the DOC shall approve the services to be provided by the Contractor.

3. SCOPE OF WORK:

Contractor will provide the following services as determined appropriate and when requested by DOC Health Services:

- Conducting, as requested, an independent case review of serious events (mortality, morbidity, and sentinel event review) for the purpose of identifying systemic issues and process shortcomings. This may include follow-ups completed at three, six, and 12 month intervals, as requested. Review of all sentinel events must occur in a timely fashion as per NCCCHC standards 2018 P-A-9.
- Peer Reviews will be referred to the Contractor as required after initial review by the DOC Health Services and the health services vendor.
- Periodic medical records audits using quality indicators as determined by the DOC, which are based on National Committee on Correctional Health Care Standards (NCCCHC). For each audit, the DOC shall provide the Contractor with a list of complex medical, mental health, and/or substance abuse cases. The Contractor will review each patient chart and use the results of the analysis to describe the quality, efficiency, efficacy and cost effectiveness of health and mental health services provided to individuals in the custody of the DOC. This may include determination of medical necessity and appropriateness. Audits will be conducted via direct access to the Electronic Health Record (EHR).
- Recommend performance improvement initiatives based upon sentinel event reports, audits, and summary reports from the DOC and/or the correctional healthcare services vendor
- Optional: Consultation and technical assistance on a full range of factors that impact the health of justice-involved individuals.
- Optional: Review and provide recommendations for DOC's health-related training materials.
- Optional: Engage in discussion, planning, and review of work around health equity for people currently or previously in the custody or under the supervision of the VT DOC.

Special Considerations:

Contractor will provide their own means for fulfilling the communications, research, and transportation requirements of the contract.

Work under the contract will be sporadic and somewhat unpredictable in terms of hours per week/month. The Contractor shall be prepared to respond to the DOC requests within two business days unless other arrangements have been made in advance.

The DOC permits the Contractor to use all data collected in servicing this for the following purposes:

- Improve the quality of correctional health care services in Vermont.
- Improving the overall health status of justice-involved individuals in Vermont.

Reports should be sent to:

Aviva Tevah, Executive Director of Health, Wellness, and Engagement
 Department of Corrections
 NOB 2 South
 280 State Drive
 Waterbury, VT 05671-2000

4. **PRICING:** Bidders must price the terms of this solicitation at their best pricing. Any and all costs that Bidder wishes the State to consider must be submitted for consideration. If applicable, all equipment pricing is to include F.O.B. delivery to the ordering facility. No request for extra delivery cost will be honored. All equipment shall be delivered assembled, serviced, and ready for immediate use, unless otherwise requested by the State.

4.1. Prices and/or rates shall remain firm for the initial term of the contract. The pricing policy submitted by Bidder must (i) be clearly structured, accountable, and auditable and (ii) cover the full spectrum of materials and/or services required.

4.2. **Cooperative Agreements.** Bidders that have been awarded similar contracts through a competitive bidding process with another state and/or cooperative are welcome to submit the pricing in response to this solicitation.

5. **STATEMENT OF RIGHTS:** The State shall have the authority to evaluate Responses and select the Bidder(s) as may be determined to be in the best interest of the State and consistent with the goals and performance requirements outlined in this RFP. The State of Vermont reserves the right to obtain clarification or additional information necessary to properly evaluate a proposal. Failure of bidder to respond to a request for additional information or clarification could result in rejection of that bidder's proposal. To secure a project that is deemed to be in the best interest of the State, the State reserves the right to accept or reject any and all bids, in whole or in part, with or without cause, and to waive technicalities in submissions. The State also reserves the right to make purchases outside of the awarded contracts where it is deemed in the best interest of the State.

5.1.1. **Best and Final Offer (BAFO).** At any time after submission of Responses and prior to the final selection of Bidder(s) for Contract negotiation or execution, the State may invite Bidder(s) to provide a BAFO. The state reserves the right to request BAFOs from only those Bidders that meet the minimum qualification requirements and/or have not been eliminated from consideration during the evaluation process.

5.1.2. **Presentation.** An in-person or webinar presentation by the Bidder may be required by the State if it will help the State's evaluation process. The State will factor information presented during presentations into the evaluation. Bidders will be responsible for all costs associated with providing the presentation.

6. **WORKER CLASSIFICATION COMPLIANCE REQUIREMENTS:** In accordance with Section 32 of The Vermont Recovery and Reinvestment Act of 2009 (Act No. 54), Bidders must comply with the following provisions and requirements.

6.1. **Self Reporting:** For bid amounts exceeding \$250,000.00, Bidder shall complete the appropriate section in the attached Certificate of Compliance for purposes of self-reporting information relating to past violations, convictions, suspensions, and any other information related to past performance relative to coding and classification of workers. The State is requiring information on any violations that occurred in the previous 12 months.

6.2. **Subcontractor Reporting:** For bid amounts exceeding \$250,000.00, Bidders are hereby notified that upon award of contract, and prior to contract execution, the State shall be provided with a list of all proposed subcontractors and subcontractors' subcontractors, together with the identity of those subcontractors' workers compensation insurance providers, and additional required or requested information, as applicable, in accordance with Section 32 of The Vermont Recovery and Reinvestment Act of 2009 (Act No. 54). This requirement does not apply to subcontractors providing supplies only and no labor to the overall contract or project. This list MUST be updated and provided to the State as additional subcontractors are hired. A sample form is available online at <http://bgs.vermont.gov/purchasing-contracting/forms>. **The subcontractor reporting form is not required to be submitted with the bid response.**

7. **EXECUTIVE ORDER 05-16: CLIMATE CHANGE CONSIDERATIONS IN STATE PROCUREMENTS:**

For bid amounts exceeding \$25,000.00 Bidders are requested to complete the Climate Change Considerations in State Procurements Certification, which is included in the Certificate of Compliance for this RFP.

After consideration of all relevant factors, a bidder that demonstrates business practices that promote clean energy and address climate change as identified in the Certification, shall be given favorable consideration in the competitive bidding process. Such favorable consideration shall be consistent with and not supersede any preference given to resident bidders of the State and/or products raised or manufactured in the State, as explained in the Method of Award section. But, such favorable consideration shall not be employed if prohibited by law or other relevant authority or agreement.

8. **METHOD OF AWARD:** Awards will be made in the best interest of the State. The State may award one or more contracts and reserves the right to make additional awards to other compliant bidders at any time if such award is deemed to be in the best interest of the State. All other considerations being equal, preference will be given first to resident bidders of the state and/or to products raised or manufactured in the state, and then to bidders who have practices that promote clean energy and address climate change, as identified in the applicable Certificate of Compliance.

8.1. **Evaluation Criteria:** Consideration shall be given to the Bidder's project approach and methodology, qualifications and experience, ability to provide the services within the defined timeline, cost, and/or success in completing similar projects, as applicable, and to the extent specified below.

8.1.1. The State will evaluate proposals based on the following criteria and accompanying values. Total score achievable for required scope is 100%

8.1.1.1. Criteria:

The bidder's ability, administratively and logistically, to provide the necessary services described in this RFP (e.g. the bidder's ability to respond to DOC Health Services within required timeframes, the bidder's indication of appropriate staffing to provide the services requested, etc.)	45%
The bidder has the knowledge, skill, and ability to provide consultation and technical assistance to the DOC Health Services Division on a full range of health-related factors that impact the justice-involved population, including related to health equity and DOC's health-related training	25%
Cost Proposal	30%

9. **CONTRACT NEGOTIATION:** Upon completion of the evaluation process, the State may select one or more bidders with which to negotiate a contract, based on the evaluation findings and other criteria deemed relevant for ensuring that the decision made is in the best interest of the State. In the event State is not successful in negotiating a contract with a selected bidder, the State reserves the option of negotiating with another bidder, or to end the proposal process entirely.

9.1. **COST OF PREPARATION:** Bidder shall be solely responsible for all expenses incurred in the preparation of a response to this RFP and shall be responsible for all expenses associated with any presentations or demonstrations associated with this request and/or any proposals made.

10. **CONTRACT TERMS:** The selected bidder(s) will be expected to sign a contract with the State, including the Standard Contract Form and Attachment C as attached to this RFP for reference. If IT Attachment D is included in this RFP, terms may be modified based upon the solution proposed by the Bidder, subject to approval by the Agency of Digital Services.

10.1. **Business Registration.** To be awarded a contract by the State of Vermont a bidder (except an individual doing business in his/her own name) must be registered with the Vermont Secretary of State's office <https://sos.vermont.gov/corporations/registration/> and must obtain a Contractor's Business Account Number issued by the Vermont Department of Taxes <http://tax.vermont.gov/>.

10.2. The contract will obligate the bidder to provide the services and/or products identified in its bid, at the prices listed.

10.3. **Payment Terms.** Percentage discounts may be offered for prompt payments of invoices; however, such discounts must be in effect for a period of 30 days or more in order to be considered in making awards.

10.4. **Quality.** If applicable, all products provided under a contract with the State will be new and unused, unless otherwise stated. Factory seconds or remanufactured products will not be accepted unless specifically requested by the purchasing agency. All products provided by the contractor must meet all federal, state, and local standards for quality and safety requirements. Products not meeting these standards will be deemed unacceptable and returned to the contractor for credit at no charge to the State.

11. **CONTENT AND FORMAT OF RESPONSES:** The content and format requirements listed below are the minimum requirements for State evaluation. These requirements are not intended to limit the content of a Bidder's proposal. Bidders may include additional information or offer alternative solutions for the State's consideration. However, the State discourages overly lengthy and costly proposals, and Bidders are advised to include only such information in their response as may be relevant to the requirements of this RFP.

11.1. The bid should include a Cover Letter and Technical Response and Price Schedule.

12. **COVER LETTER:**

12.1. **Confidentiality.** To the extent your bid contains information you consider to be proprietary and confidential, you must comply with the following requirements concerning the contents of your cover letter and the submission of a redacted copy of your bid (or affected portions thereof).

12.2. All responses to this RFP will become part of the contract file and will become a matter of public record under the State's Public Records Act, 1 V.S.A. § 315 et seq. (the "Public Records Act"). If your response must include material that you consider to be proprietary and confidential under the Public Records Act, your cover letter must clearly identify each page or section of your response that you consider proprietary and confidential. Your cover letter must also include a written explanation *for each marked section* explaining why such material should be considered exempt from public disclosure in the event of a public records request, pursuant to 1 V.S.A. § 317(c), including the prospective harm to the competitive position of the bidder if the identified material were to be released. Additionally, you must include a redacted copy of your response for portions that are considered proprietary and confidential.

Redactions must be limited so that the reviewer may understand the nature of the information being withheld. It is typically inappropriate to redact entire pages, or to redact the titles/captions of tables and figures. Under no circumstances may your entire response be marked confidential, and the State reserves the right to disqualify responses so marked.

12.3. Exceptions to Contract Terms and Conditions. If a Bidder wishes to propose an exception to any terms and conditions set forth in the Standard Contract Form and its attachments, such exceptions must be included in the cover letter to the RFP response. Failure to note exceptions when responding to the RFP will be deemed to be acceptance of the State contract terms and conditions. If exceptions are not noted in the response to this RFP but raised during contract negotiations, the State reserves the right to cancel the negotiation if deemed to be in the best interests of the State. Note that exceptions to contract terms may cause rejection of the proposal.

13. **TECHNICAL RESPONSE**. In response to this RFP, a Bidder shall:

13.1. Provide details concerning your form of business organization, company size and resources.

13.2. Describe your capabilities and particular experience relevant to the RFP requirements.

13.2.1. Identify all current or past State projects.

13.3. Identify the names of all subcontractors you intend to use, the portions of the work the subcontractors will perform, and address the background and experience of the subcontractor(s), as per RFP section 4.3.2 above.

14. **REFERENCES**. Provide the names, addresses, and phone numbers of at least three companies with whom you have transacted similar business in the last 12 months. You must include contact names who can talk knowledgeably about performance.

15. **REPORTING REQUIREMENTS**: Provide a sample of any reporting documentation that may be applicable to the Detailed Requirements of this RFP.

16. **PRICE SCHEDULE**: Bidders shall submit their pricing information in the Price Schedule attached to the RFP.

17. **CERTIFICATE OF COMPLIANCE**: This form must be completed and submitted as part of the response for the proposal to be considered valid.

18. **SUBMISSION INSTRUCTIONS**:

18.1. **CLOSING DATE**: Bids must be received by the State by the due date specified on the front page of this RFP. Late bids will not be considered.

18.1.1. The State may, for cause, issue an addendum to change the date and/or time when bids are due. If a change is made, the State will inform all bidders by posting at the webpage indicated on the front page of this RFP.

19. **BID DELIVERY INSTRUCTIONS**:

19.1. **ELECTRONIC**: Electronic bids will be accepted.

19.2. **E-MAIL BIDS**. Emailed bids will be accepted. Bids will be accepted via email submission to aviva.tevha@vermont.gov. Bids must consist of a single email with a single, digitally searchable PDF attachment containing all components of the bid. Multiple emails and/or multiple attachments will not be accepted. There is an attachment size limit of 40 MB. It is the Bidder's responsibility to compress the PDF file containing its bid if necessary in order to meet this size limitation.

19.3. **FAX BIDS**: Faxed bids will not be accepted.

19.4. **U.S. MAIL OR EXPRESS DELIVERY**:

19.4.1. All paper format bids must be addressed to the **State of Vermont, Department of Corrections, Attn: Aviva Tevah, 280 State Drive, NOB 2 South, Waterbury, VT 05671-2000**. **BID ENVELOPES MUST BE CLEARLY MARKED 'SEALED BID' AND SHOW THE REQUISITION NUMBER AND/OR PROPOSAL TITLE, OPENING DATE AND NAME OF BIDDER.**

19.5. NUMBER OF COPIES:

19.5.1. For bids submitted via mail, express, or in-hand, submit an unbound original (clearly marked as such) and eight (8) paper copies and one digital copy in PDF format.

19.6. Paper Format Delivery Methods:

19.6.1. U.S. MAIL: Bidders are cautioned that it is their responsibility to originate the mailing of bids in sufficient time to ensure bids are received and time stamped by the Department of Corrections prior to the time of the bid opening.

19.6.2. EXPRESS DELIVERY: If bids are being sent via an express delivery service, be certain that the RFP designation is clearly shown on the outside of the delivery envelope or box. Express delivery packages will not be considered received by the State until the express delivery package has been received and time stamped by the Department of Corrections.

19.6.3. HAND DELIVERY: Hand carried bids shall be delivered to a representative of the Department of Corrections prior to the bid opening. A Security Officer is at 280 State Drive until 4:30PM which is the normal hours. A bid submitted by Hand Delivery will not be accepted after 4:30 PM.

20. BID SUBMISSION CHECKLIST:

- ✓ Required Number of Copies
- ✓ Cover Letter
- ✓ Technical Response
- ✓ Redacted Technical Response, if applicable
- ✓ References
- ✓ Price Schedule
- ✓ Signed Certificate of Compliance

21. ATTACHMENTS:

- 21.1. Certificate of Compliance
- 21.2. Price Schedule
- 21.3. Worker Classification Compliance Requirement; Subcontractor Reporting Form
- 21.4. Standard State Contract with its associated attachments, including but not limited to, Attachment C: Standard State Provisions for Contracts and Grants (October 1, 2024)