

**REQUEST FOR PROPOSALS FOR PROFESSIONAL SERVICES**  
**PROMISE Mental Health Group Homes**  
**ISSUED BY**  
**Division of Substance Abuse and Mental Health**  
**CONTRACT NUMBER HSS-26-028A**

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**I. Overview**

The State of Delaware Department of Health and Social Services, Division of Substance Abuse, seeks professional services for Promise Mental Health Group Home for Sussex County. This request for proposals (“RFP”) is issued pursuant to 29 *Del. C.* §§ [6981 and 6982](#).

The proposed schedule of events subject to the RFP is outlined below:

Public Notice	Date: 05/07/2026
Deadline for Questions	Date: 05/21/2026 at 4:30 PM EST
Response to Questions Posted by:	Date: 05/29/2026
Deadline for Receipt of Proposals	Date: 07/01/2026 at 1:00 PM EDT
Estimated Notification of Award	Date: 07/30/2026

Each proposal must be accompanied by a transmittal letter which briefly summarizes the proposing firm’s interest in providing the required professional services. The transmittal letter must also clearly state and justify any exceptions to the requirements of the RFP which the applicant may have taken in presenting the proposal. (Applicant exceptions must also be recorded on Attachment 4).

Furthermore, the transmittal letter must attest to the fact, at a minimum, that the Vendor shall not store or transfer non-public State of Delaware data outside of the United States.

For technology related solicitations, Vendors may refer to the Delaware Department of Technology and Information identified terms and conditions included in this solicitation.

The State of Delaware reserves the right to deny any and all exceptions taken to the RFP requirements.

**A pre-bid meeting has NOT been established for this Request for Proposal.**

## **II. Scope of Services**

### **Background/Program Description**

The Department of Health and Social Services (DHSS), Division of Substance Abuse and Mental Health (DSAMH), is seeking proposals from qualified organizations to provide Community-Based Residential Alternative services in a Group Home setting to individuals enrolled in the Promoting Optimal Mental Health for Individuals through Supports and Empowerment (PROMISE) program. This supplemental RFP is specifically seeking responses for services based in Sussex County, Delaware.

With the goal of further developing DSAMH's community-based behavioral health service system to better serve individuals with severe and persistent mental illness (SPMI) and significant substance use disorders (SUDs), Delaware has used options available through its Medicaid program to create the PROMISE program. PROMISE offers an array of home and community-based services (HCBS) that are person-centered, recovery-oriented, and aimed at supporting the beneficiary in the community. PROMISE is intended to be individualized to meet each beneficiary's needs and goals. Recovery-oriented services are delivered pursuant to a written person-centered plan of care, called a Recovery Plan, that is developed through a process led by the beneficiary. PROMISE services can be offered in community-based settings (e.g., beneficiaries' own homes), as well as residential, employment and day settings to help beneficiaries live in the most integrated setting possible. All residential services must have home-like characteristics and may not be institutional in nature. For beneficiaries receiving other Medicaid services, PROMISE provides strong links between systems to ensure a comprehensive and coordinated approach to services.

The goal of DSAMH with this RFP is to provide a range of tier levels within the Group Home setting that will offer varying degrees of support for the individuals that reside within each level. Selected Bidders will provide services in a home-like setting for five (5) to ten (10) individuals meeting criteria for clinical acuity for Tiers 3, 4, and 5 and requiring 24/7 care. The Respondents will agree to operate a Group Home licensed by the State of Delaware's Division of Health Care Quality (DHCQ) and obtain/maintain Medicaid certification.

Quality outcome measures will be established and will be used to drive the system towards a more effective and integrated treatment system. It is DSAMH's intention to align financial incentives with performance on quality outcomes measures.

See Appendix B for information and links to the full range of services.

### **Target Population**

The target population for this RFP is adults, 18 years of age and older, who are residents of Delaware, have a severe and persistent mental illness (SPMI), and a need for support to live safely in the community. Any eligible individuals must be enrolled in the PROMISE Home and Community-Based Services (HCBS) waiver

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and will need to meet additional criteria to qualify for Group Home level of care. A comprehensive description of the target population and qualifying criteria can be found in Appendix B.

### III. Required Information

The following information shall be provided in each proposal in the order listed below. Failure to respond to any request for information within this proposal may result in rejection of the proposal at the sole discretion of the State.

#### A. Minimum Requirements

1. Provide Delaware license(s) and/or certification(s) necessary to perform services as identified in the scope of work.

Prior to the execution of an award document, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application where required.

2. Vendor shall provide responses to the Request for Proposal (RFP) scope of work and clearly identify capabilities as presented in the General Evaluation Requirements below.
3. Complete all appropriate attachments and forms as identified within the RFP.
4. Proof of insurance and amount of insurance shall be furnished to the Agency prior to the start of the contract period and shall be no less than as identified in the bid solicitation, Section V, Item G, subsection 8 (Insurance).

#### B. General Evaluation Requirements

1. Experience and Reputation
2. Expertise (for the particular project under consideration)
3. Capacity to Meet Requirements (size, financial condition, etc.)
4. Soundness of Approach
5. Sustainability

### IV. Professional Services RFP Administrative Information

#### A. RFP Issuance

##### 1. Public Notice

Public notice has been provided in accordance with 29 *Del. C.* [§ 6981](#).

##### 2. Obtaining Copies of the RFP

This RFP is available in electronic form through the State of Delaware Procurement website at <https://mmp.delaware.gov/Bids/> and on Euna Procurement (formerly Bonfire) at <https://dhss.bonfirehub.com>.

Paper copies of this RFP will not be available.

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**3. Assistance to Vendors with a Disability**

Vendors with a disability may receive accommodation regarding the means of communicating this RFP or participating in the procurement process. For more information, contact the Designated Contact no later than ten days prior to the deadline for receipt of proposals.

**4. RFP Designated Contact**

All requests, questions, or other communications about this RFP shall be made through Euna Procurement (formerly Bonfire) at <https://dhss.bonfirehub.com>.

Communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid and may disqualify the vendor.

Vendors should rely only on written statements issued by the RFP designated Contracts, Management and Procurement contact.

The RFP designated contact is:

Wynne Hewitt  
252 Chapman Rd, Suite 201, Newark, DE 19702]  
[wynne.hewitt@delaware.gov](mailto:wynne.hewitt@delaware.gov)

Contracts, Management and Procurement Contact:

Adeyeye Awope  
Management Analyst III  
[DHSS\\_DMS\\_dmsprocure@delaware.gov](mailto:DHSS_DMS_dmsprocure@delaware.gov)

**5. Consultants and Legal Counsel**

The State of Delaware may retain consultants or legal counsel to assist in the review and evaluation of this RFP and the vendors' responses. Bidders shall not contact the State's consultant or legal counsel on any matter related to the RFP.

**6. Contact with State Employees**

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFP is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their proposal from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

**7. Organizations Ineligible to Bid**

Any individual, business, organization, corporation, consortium, partnership, joint venture, or any other entity including subcontractors currently debarred or suspended is ineligible to bid. Any entity ineligible to conduct business in the State of Delaware for any reason is ineligible to respond to the RFP.

**8. Exclusions**

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The Proposal Evaluation Team reserves the right to refuse to consider any proposal from a vendor who:

- a. Has been convicted for commission of a criminal offense as an incident to obtaining or attempting to obtain a public or private contract or subcontract, or in the performance of the contract or subcontract;
- b. Has been convicted under State or Federal statutes of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or other offense indicating a lack of business integrity or business honesty that currently and seriously affects responsibility as a State contractor;
- c. Has been convicted or has had a civil judgment entered for a violation under State or Federal antitrust statutes;
- d. Has violated contract provisions such as:
  - 1) Known failure without good cause to perform in accordance with the specifications or within the time limit provided in the contract; or
  - 2) Failure to perform or unsatisfactory performance in accordance with terms of one or more contracts;
- e. Has violated ethical standards set out in law or regulation; and
- f. Any other cause listed in regulations of the State of Delaware determined to be serious and compelling as to affect responsibility as a State contractor, including suspension or debarment by another governmental entity for a cause listed in the regulations.

**B. RFP Submissions**

**1. Acknowledgement of Understanding of Terms**

By submitting a bid, each vendor shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and exhibits hereto, and has fully informed itself as to all existing conditions and limitations.

**2. Proposals**

To be considered, all proposals must be submitted in through Euna Procurement (formerly Bonfire) at <https://dhss.bonfirehub.com/> and respond to the items outlined in this RFP.

The State reserves the right to reject any non-responsive or non-conforming proposals.

**Responses submitted by hard copy, mail, facsimile, or e-mail will not be accepted.**

**All proposals must be submitted prior to 1:00 PM EDT on 07/01/2026.**

**PROPOSAL REQUIREMENTS**

- a. Proposals must be received before the Proposal Due Date and Time, as identified in the Procurement Schedule for this RFP.

Responses received after the Proposal Due Date and Time will not be

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accepted.

- b. Upload your submission at: <https://dhss.bonfirehub.com/>

**Important Notes:**

- Logging in and/or uploading the file(s) does not mean the response is submitted. Users must successfully upload all the file(s) and **MUST** click the submit button before the proposal due date and time.
- Users will receive an email confirmation receipt with a unique confirmation number once the submission has been finalized. This will confirm that the proposal has been submitted successfully.
- Each submitted item of Requested Information will only become visible to DHSS after the proposal due date and time.
- If the file is mandatory, you will not be able to complete your submission until the requirement is met.
- Uploading large documents may take significant time depending on the size of the file(s) and your Internet connection speed. The maximum upload file size is 1000 MB.
- Minimum system requirements: Microsoft Edge, Google Chrome, or Mozilla Firefox. Java Script must be enabled.
- **Notarizations are no longer required.**

Need Help? Please contact Euna Procurement (formerly Bonfire) directly at [Bonfire Hub](#), email to [support.bonfire@eunasolutions.com](mailto:support.bonfire@eunasolutions.com), or call 1- 844-226- EUNA (3862) press 1 for customer support/technical questions or issues related to your submission. You can also visit their help forum at <https://customer.eunasolutions.com/public/s/contactsupport>.

Any proposal submitted after the Deadline for Receipt of Proposals date will not be accepted. The contents of any proposal shall not be disclosed as to be made available to competing entities during the negotiation process.

Upon receipt of vendor proposals, each vendor shall be presumed to be thoroughly familiar with all specifications and requirements of this RFP. The failure or omission to examine any form, instrument or document shall in no way relieve vendors from any obligation in respect to this RFP.

**3. Proposal Modifications**

Any changes, amendments or modifications to a proposal must be submitted through Euna Procurement (formerly Bonfire) prior to the proposal due date. Changes, amendments, or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals.

**4. Proposal Costs and Expenses**

The State of Delaware will not pay any costs incurred by any Vendor associated with any aspect of responding to this solicitation, including proposal preparation, printing or

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delivery, attendance at vendor's conference, system demonstrations or negotiation process.

**5. Proposal Expiration Date**

Prices quoted in the proposal shall remain fixed and binding on the bidder at least through 4/17/2026. The State of Delaware reserves the right to ask for an extension of time if needed.

**6. Late Proposals**

Proposals submitted after the specified date and time will not be accepted by the Euna Procurement (formerly Bonfire) Portal. Evaluation of the proposals is expected to begin shortly after the proposal due date. To document compliance with the deadline, the proposal will be date and time stamped upon receipt by Euna Procurement (formerly Bonfire).

**7. Proposal Opening**

The State of Delaware will receive proposals via Euna Procurement (formerly Bonfire) until the date and time shown in this RFP. Proposals will be opened in the presence of State of Delaware personnel.

There will be no public opening of proposals, but a public log will be kept of the names of all vendor organizations that submitted proposals. The contents of any proposal shall not be disclosed in accordance with [29 Del. C. § 10001](#), et seq. ("FOIA").

**8. Non-Conforming Proposals**

Non-conforming proposals will not be considered. Non-conforming proposals are defined as those that do not meet the requirements of this RFP. The determination of whether an RFP requirement is substantive, or a mere formality shall reside solely within the State of Delaware.

**9. Concise Proposals**

The State of Delaware discourages overly lengthy and costly proposals. It is the desire that proposals be prepared in a straightforward and concise manner. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are not desired. The State of Delaware's interest is in the quality and responsiveness of the proposal.

**10. Realistic Proposals**

It is the expectation of the State of Delaware that vendors can fully satisfy the obligations of the proposal in the manner and timeframe defined within the proposal. Proposals must be realistic and must represent the best estimate of time, materials and other costs including the impact of inflation and any economic or other factors that are reasonably predictable.

The State of Delaware shall bear no responsibility or increase obligation for a vendor's failure to accurately estimate the costs or resources required to meet the obligations defined in the proposal.

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**11. Confidentiality of Documents**

The State of Delaware and its constituent agencies are required to comply with the State of Delaware Freedom of Information Act, [29 Del. C. § 10001](#), et seq. (“FOIA”). FOIA requires that the State of Delaware’s records are public records (unless otherwise declared by FOIA or other law to be exempt from disclosure) and are subject to inspection and copying by any person upon a written request. All proposals are subject to FOIA’s public disclosure obligations.

(Note: A FOIA request can be made by emailing [dhss.foia@delaware.gov](mailto:dhss.foia@delaware.gov). DHSS will comply to the request after the RFP has been awarded.)

The State of Delaware wishes to create a business-friendly environment and procurement process. As such, the State respects the vendor community’s desire to protect its intellectual property, trade secrets, and confidential business information (collectively referred to herein as “confidential business information”). Proposals must contain sufficient information to be evaluated. If a vendor feels that they cannot submit their proposal without including confidential business information, they must adhere to the following procedure, or their proposal may be deemed unresponsive, may not be recommended for selection, and any applicable protection for the vendor’s confidential business information may be lost.

In order to allow the State to assess its ability to protect a vendor’s confidential business information, vendors will be permitted to designate appropriate portions of their proposal as confidential business information.

Vendor(s) may submit portions of a proposal considered to be confidential business information in separate file(s) identified as “Confidential Business Information” and include the specific RFP number. The file must contain a letter from the vendor’s legal counsel describing the documents in the file, representing in good faith that the information in each document is not “public record” as defined by [29 Del. C. § 10002](#), and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such separate file(s), the State of Delaware will open the file to determine whether the procedure described above has been followed. A vendor’s allegation as to its confidential business information shall not be binding on the State. The State shall independently determine the validity of any vendor designation as set forth in this section. Any vendor submitting a proposal or using the procedures discussed herein expressly accepts the State’s absolute right and duty to independently assess the legal and factual validity of any information designated as confidential business information. Accordingly, vendor(s) assume the risk that confidential business information included in a proposal may enter the public domain.

**12. Multi-Vendor Solutions (Joint Ventures)**

Multi-vendor solutions (joint ventures) will be allowed only if one of the venture partners is designated as the “**prime contractor**”. The “**prime contractor**” must be the joint venture’s contact point for the State of Delaware and be responsible for the joint venture’s performance under the contract, including all project management, legal and

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financial responsibility for the implementation of all vendor systems. If a joint venture is proposed, a copy of the joint venture agreement clearly describing the responsibilities of the partners must be submitted with the proposal. Services specified in the proposal shall not be subcontracted without prior written approval by the State of Delaware, and approval of a request to subcontract shall not in any way relieve Vendor of responsibility for the professional and technical accuracy and adequacy of the work. Further, vendor shall be and remain liable for all damages to the State of Delaware caused by negligent performance or non-performance of work by its subcontractor or its sub-subcontractor.

Multi-vendor proposals must be a consolidated response with all cost included in the cost summary. Where necessary, RFP response pages are to be duplicated for each vendor.

**a. Primary Vendor**

The State of Delaware expects to negotiate and contract with only one “prime vendor”. The State of Delaware will not accept any proposals that reflect an equal teaming arrangement or from vendors who are co-bidding on this RFP. The prime vendor will be responsible for the management of all subcontractors.

Any contract that may result from this RFP shall specify that the prime vendor is solely responsible for fulfillment of any contract with the State as a result of this procurement. The State will make contract payments only to the awarded vendor. Payments to any-subcontractors are the sole responsibility of the prime vendor (awarded vendor).

Nothing in this section shall prohibit the State of Delaware from the full exercise of its options under Section IV.B.18 regarding multiple source contracting.

**b. Sub-contracting**

The vendor selected shall be solely responsible for contractual performance and management of all subcontract relationships. This contract allows subcontracting assignments; however, vendors assume all responsibility for work quality, delivery, installation, maintenance, and any supporting services required by a subcontractor.

Use of subcontractors must be clearly explained in the proposal, and major subcontractors must be identified by name.

**The prime vendor shall be wholly responsible for the entire contract performance whether or not subcontractors are used.**

Any sub-contractors must be approved by State of Delaware.

**c. Multiple Proposals**

A primary vendor may not participate in more than one proposal in any form. Sub-contracting vendors may participate in multiple joint venture proposals.

**13. Sub-Contracting**

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The vendor selected shall be solely responsible for contractual performance and management of all subcontract relationships. This contract allows subcontracting assignments; however, vendors assume all responsibility for work quality, delivery, installation, maintenance, and any supporting services required by a subcontractor.

**The use of subcontractors will not be permitted for this project.**

If a subcontractor is going to be used, this needs to be specified in the proposal, with an identification of the proposed subcontractor by name, the service(s) to be provided, and its qualifications to provide such service(s).

Subcontractors will be held to the same requirements as the primary contractor.

The contract with the primary contractor will bind sub or co-contractors to the primary contractor by the terms, specifications, and standards of the RFP. All such terms, specifications, and standards shall preserve and protect the rights of the agency under the RFP and any subsequent proposals and contracts with respect to the services performed by the sub or co-contractor, so that the sub or co-contractor will not prejudice such rights. Nothing in the RFP shall create any contractual relation between any sub or co-contractor and the agency.

**14. Discrepancies and Omissions**

Vendor is fully responsible for the completeness and accuracy of their proposal, and for examining this RFP and all addenda. Failure to do so will be at the sole risk of vendor. Should vendor find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any questions arise concerning this RFP, vendor shall notify the State of Delaware's Designated Contact, in writing, of such findings at least ten (10) days before the proposal opening. This will allow issuance of any necessary addenda. It will also help prevent the opening of a defective proposal and exposure of vendor's proposal upon which award could not be made. All unresolved issues should be addressed in the proposal.

Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Designated Contact, in writing, at least ten (10) calendar days prior to the time set for opening of the proposals.

**15. State's Right to Reject Proposals**

The State of Delaware reserves the right to accept or reject any or all proposals or any part of any proposal, to waive defects, technicalities or any specifications (whether they be in the State of Delaware's specifications or vendor's response), to sit and act as sole judge of the merit and qualifications of each product offered, or to solicit new proposals on the same project or on a modified project which may include portions of the originally proposed project as the State of Delaware may deem necessary in the best interest of the State of Delaware.

**16. State's Right to Cancel Solicitation**

The State of Delaware reserves the right to cancel this solicitation at any time during the procurement process, for any reason or for no reason. The State of Delaware

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makes no commitments expressed or implied, that this process will result in a business transaction with any vendor.

This RFP does not constitute an offer by the State of Delaware. Vendor's participation in this process may result in the State of Delaware selecting your organization to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the State of Delaware to execute a contract nor to continue negotiations. The State of Delaware may terminate negotiations at any time and for any reason, or for no reason.

**17. State's Right to Award Multiple Source Contracting**

Pursuant to 29 *Del. C.* [§ 6986](#), the State of Delaware may award a contract for a particular professional service to two or more vendors if the agency head makes a determination that such an award is in the best interest of the State of Delaware.

**18. Potential Contract Overlap**

Vendors shall be advised that the State, at its sole discretion, shall retain the right to solicit for goods and/or services as required by its agencies and as it serves the best interest of the State. As needs are identified, there may exist instances where contract deliverables, and/or goods or services to be solicited and subsequently awarded, overlap previous awards. The State reserves the right to reject any or all bids in whole or in part, to make partial awards, to award to multiple vendors during the same period, to award by types, on a zone-by-zone basis or on an item-by-item or lump sum basis item by item, or lump sum total, whichever may be most advantageous to the State of Delaware.

**19. Supplemental Solicitation**

The State reserves the right to advertise a supplemental solicitation during the term of the Agreement if deemed in the best interest of the State.

**20. Notification of Withdrawal of Proposal**

Vendor may modify or withdraw its proposal by written request, provided that both proposal and request is received by the State of Delaware prior to the proposal due date. Proposals may be re-submitted in accordance with the proposal due date in order to be considered further.

Proposals become the property of the State of Delaware at the proposal submission deadline. All proposals received are considered firm offers at that time.

**21. Revisions to the RFP**

If it becomes necessary to revise any part of the RFP, an addendum will be posted on the State of Delaware's website at [www.bids.delaware.gov](http://www.bids.delaware.gov) and <https://dhss.bonfirehub.com>. The State of Delaware is not bound by any statement related to this RFP made by any State of Delaware employee, contractor or its agents.

**22. Exceptions to the RFP**

Any exceptions to the RFP, or the State of Delaware's terms and conditions, must be recorded on Attachment 4. Acceptance of exceptions is within the sole discretion of the evaluation committee.

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**23. Business References**

Provide at least three (3) business references consisting of current or previous customers of similar scope and value using Attachment 6. Include business name, mailing address, contact name and phone number, number of years doing business with, and type of work performed. Personal references cannot be considered.

**24. Award of Contract**

The final award of a contract is subject to approval by the State of Delaware. The State of Delaware has the sole right to select the successful vendor(s) for award, to reject any proposal as unsatisfactory or non-responsive, to award a contract to other than the lowest priced proposal, to award multiple contracts, or not to award a contract, as a result of this RFP.

Notice in writing to a vendor of the acceptance of its proposal by the State of Delaware and the subsequent full execution of a written contract will constitute a contract, and no vendor will acquire any legal or equitable rights or privileges until the occurrence of both such events.

**a. RFP Award Notifications**

After reviews of the evaluation committee report and its recommendation, and once the contract terms and conditions have been finalized, the State of Delaware will award the contract.

The contract shall be awarded to the vendor whose proposal is most advantageous, taking into consideration the evaluation factors set forth in the RFP.

It should be explicitly noted that the State of Delaware is not obligated to award the contract to the vendor who submits the lowest bid or the vendor who receives the highest total point score, rather the contract will be awarded to the vendor whose proposal is the most advantageous to the State of Delaware. The award is subject to the appropriate State of Delaware approvals.

After a final selection is made, the winning vendor will be invited to negotiate a contract with the State of Delaware; remaining vendors will be notified in writing of their selection status.

**25. Cooperatives**

Vendors, who have been awarded similar contracts through a competitive bidding process with a cooperative, are welcome to submit the cooperative pricing for this solicitation. **State of Delaware terms will take precedence.**

**C. RFP Evaluation Process**

An evaluation team composed of representatives of the State of Delaware will evaluate proposals on a variety of quantitative criteria. Neither the lowest price nor highest scoring proposal will necessarily be selected.

The State of Delaware reserves full discretion to determine the competence and responsibility, professionally and/or financially, of vendors. Vendors are to provide in a timely manner any and all information that the State of Delaware may deem necessary to decide.

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**1. Proposal Evaluation Team**

The Proposal Evaluation Team shall be comprised of representatives of the State of Delaware. The Team shall determine which vendors meet the minimum requirements pursuant to selection criteria of the RFP and procedures established in 29 Del. C. §§ [6981 and 6982](#). Professional services for this solicitation are considered under 29 Del. C. § 6982(b). The Team may negotiate with one or more vendors during the same period and may, at its discretion, terminate negotiations with any or all vendors. The Team shall make a recommendation regarding the award to the director of the Division of Substance Abuse and Mental Health Director, Joanna Champney, who shall have final authority, subject to the provisions of this RFP and 29 Del. C. § [6982\(b\)](#), to award a contract to the successful vendor in the best interests of the State of Delaware.

**2. Proposal Selection Criteria**

The Proposal Evaluation Team shall assign up to the maximum number of points for each Evaluation Item to each of the proposing vendor's proposals. All assignments of points shall be at the sole discretion of the Proposal Evaluation Team.

The proposals shall contain the essential information on which the award decision shall be made. The information required to be submitted in response to this RFP has been determined by the State of Delaware to be essential for use by the Team in the bid evaluation and award process. Therefore, all instructions contained in this RFP shall be met in order to qualify as a responsive and responsible contractor and participate in the Proposal Evaluation Team's consideration for award. Proposals which do not meet or comply with the instructions of this RFP may be considered non-conforming and deemed non-responsive and subject to disqualification at the sole discretion of the Team.

The Team reserves the right to:

- Select for contract or for negotiations a proposal other than that with lowest costs.
- Reject any and all proposals or portions of proposals received in response to this RFP or to make no award or issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all vendors during the contract review and negotiation.
- Negotiate any aspect of the proposal with any vendor and negotiate with more than one vendor at the same time.
- Select more than one vendor pursuant to 29 Del. C. § [6986](#).

**Criteria Weight**

All proposals shall be evaluated using the same criteria and scoring process. The following criteria shall be used by the Evaluation Team to evaluate proposals:

Criteria	Weight
<b>Experience and Reputation:</b> The qualifications and experience of the persons to be assigned to the project.	<b>20</b>

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Criteria	Weight
References and/or Letters of Support should be included, including the completion of the Business References included and a complete List of Contracts in the State of Delaware Form.	
<p><b>Expertise:</b> Familiarity and experience creating and running similar projects, including the ability to perform the work in a timely manner, company oversight and on-going project support and maintenance.</p> <p>Scoring will be based on the content in the responses to the questions in Technical Requirements in Attachment B related to Expertise, including how the scope of work requirements are incorporated and addressed.</p>	<b>25</b>
<p><b>Capacity to meet requirements:</b> Ability for the organization to serve individuals, including financial soundness, staff capacity, and staff to resident ratio.</p> <p>Scoring will be based on the content in the responses to the questions in Technical Requirements in Attachment B to Capacity to meet requirements, including how scope of work requirements are incorporated and addressed. This proposal is for group homes in Sussex County only.</p>	<b>15</b>
<p><b>Soundness of Approach:</b> Response describes a model which provides details about evidence-based practices, demonstrates knowledge of HCBS rules and how they will be implemented within the program, and documents services which fully support clients requiring Group Home level of care.</p> <p>Scoring will be based on the content in the responses to the questions in Technical Requirements in Attachment B related to the scope of work requirements.</p>	<b>30</b>

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Criteria	Weight
<p><b>Sustainability:</b> Evidence is provided which supports long-term sustainability of the organization and model proposed. Include potential income projections substantiated by prior project management of similar scope and content.</p> <p>Bidders must complete and attach Appendix C-3 related to organization's financial stability as well as letters of support from organizations which are external to the Bidder, and which acknowledge or indicate a long-term investment, commitment, or partnership (optional). Bidders must also attach an emergency response/disaster plan.</p> <p>In addition to the above, scoring will be based on the content in the response to the question in the Technical Requirements in Attachment B related to Sustainability.</p>	<b>10</b>
<b>Total</b>	<b>100%</b>

Vendors are encouraged to review the evaluation criteria and to provide a response that addresses each of the scored items. Evaluators will not be able to make assumptions about a vendor's capabilities so the responding vendor should be detailed in their proposal responses.

**3. Proposal Clarification**

The Evaluation Team may contact any vendor in order to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Proposals may not be modified as a result of any such clarification request.

**4. References**

The Evaluation Team may contact any customer of the vendor, whether or not included in the vendor's reference list, and use such information in the evaluation process. Additionally, the State of Delaware may choose to visit existing installations of comparable systems, which may or may not include vendor personnel. If the vendor is involved in such site visits, the State of Delaware will pay travel costs only for State of Delaware personnel for these visits.

**5. Oral Presentations**

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After initial scoring and a determination that vendor(s) are qualified to perform the required services, selected vendors may be invited to make oral presentations to the Evaluation Team. All vendor(s) selected will be given an opportunity to present to the Evaluation Team.

The selected vendors will have their presentations scored or ranked based on their ability to successfully meet the needs of the contract requirements, successfully demonstrate their product and/or service, and respond to questions about the solution capabilities.

The vendor representative(s) attending the oral presentation shall be technically qualified to respond to questions related to the proposed system and its components.

All of the vendor's costs associated with participation in oral discussions and system demonstrations conducted for the State of Delaware are the vendor's responsibility.

## **V. Contract Terms and Conditions**

### **A. Contract Use by Other Agencies**

REF: Title 29, Chapter [6904\(e\)](#) Delaware Code. If no state contract exists for a certain good or service, covered agencies may procure that certain good or service under another agency's contract so long as the arrangement is agreeable to all parties. Agencies, other than covered agencies, may also procure such goods or services under another agency's contract when the arrangement is agreeable to all parties.

### **B. Cooperative Use of Award**

As a publicly competed contract awarded in compliance with 29 DE Code Chapter 69, this contract is available for use by other states and/or governmental entities through a participating addendum. Interested parties should contact the State Contract Procurement Officer identified in the contract for instruction. Final approval for permitting participation in this contract resides with the Director of Government Support Services and in no way places any obligation upon the awarded vendor(s).

### **C. General Information**

- 1. The term of the contract between the successful bidder and the State shall be for three (3) year with two (2) optional extensions for a period of one (1) year for each extension.**
2. As a Service subscription license costs shall be incurred at the individual license level only as the individual license is utilized within a fully functioning solution. Subscription costs will not be applicable during periods of implementation and solution development prior to the State's full acceptance of a working solution. Additional subscription license requests above actual utilization may not exceed 5% of the total and are subject to Delaware budget and technical review.
3. The selected vendor will be required to enter into a written agreement with the State of Delaware. The State of Delaware reserves the right to incorporate standard State contractual provisions into any contract negotiated as a result of a proposal submitted in response to this RFP. Any proposed modifications to the terms and

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conditions of the standard contract are subject to review and approval by the State of Delaware. Vendors will be required to sign the contract for all services and may be required to sign additional agreements.

4. The selected vendor or vendors will be expected to enter negotiations with the State of Delaware, which will result in a formal contract between parties. Procurement will be in accordance with subsequent contracted agreement. This RFP and the selected vendor's response to this RFP will be incorporated as part of any formal contract.
5. The State of Delaware's standard contract will most likely be supplemented with the vendor's software license, support/maintenance, source code escrow agreements, and any other applicable agreements. The terms and conditions of these agreements will be negotiated with the finalist during actual contract negotiations.
6. The successful vendor shall promptly execute a contract incorporating the terms of this RFP within twenty (20) days after award of the contract. No vendor is to begin any service prior to receipt of a State of Delaware purchase order signed by two authorized representatives of the agency requesting service, properly processed through the State of Delaware Accounting Office and the Department of Finance. The purchase order shall serve as the authorization to proceed in accordance with the bid specifications and the special instructions, once it is received by the successful vendor.
7. If the vendor to whom the award is made fails to enter into the agreement as herein provided, the award will be annulled, and an award may be made to another vendor. Such vendor shall fulfill every stipulation embraced herein as if they were the party to whom the first award was made.
8. The State reserves the right to extend this contract on a month-to-month basis for a period of up to three months after the term of the full contract has been completed.
9. Vendors are not restricted from offering lower pricing at any time during the contract term.

**D. Collusion or Fraud**

Any evidence of agreement or collusion among vendor(s) and prospective vendor(s) acting to illegally restrain freedom from competition by agreement to offer a fixed price, or otherwise, will render the offers of such vendor(s) void.

By responding, the vendor shall be deemed to have represented and warranted that its proposal is not made in connection with any competing vendor submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the vendor did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of the State of Delaware participated directly or indirectly in the vendor's proposal preparation.

Advance knowledge of information which gives any particular vendor advantages over any other interested vendor(s), in advance of the opening of proposals, whether in response to advertising or an employee or representative thereof, will potentially void that particular proposal.

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**E. Lobbying and Gratuities**

Lobbying or providing gratuities shall be strictly prohibited. Vendors found to be lobbying, providing gratuities to, or in any way attempting to influence a State of Delaware employee or agent of the State of Delaware concerning this RFP or the award of a contract resulting from this RFP shall have their proposal immediately rejected and shall be barred from further participation in this RFP.

The selected vendor will warrant that no person or selling agency has been employed or retained to solicit or secure a contract resulting from this RFP upon agreement or understanding for a commission, or a percentage, brokerage or contingent fee. For breach or violation of this warranty, the State of Delaware shall have the right to annul any contract resulting from this RFP without liability or at its discretion deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

All contact with State of Delaware employees, contractors or agents of the State of Delaware concerning this RFP shall be conducted in strict accordance with the manner, forum and conditions set forth in this RFP.

**F. Solicitation of State Employees**

Until contract award, vendors shall not, directly or indirectly, solicit any employee of the State of Delaware to leave the State of Delaware's employ in order to accept employment with the vendor, its affiliates, actual or prospective contractors, or any person acting in concert with vendor, without prior written approval of the State of Delaware's contracting officer. Solicitation of State of Delaware employees by a vendor may result in rejection of the vendor's proposal.

This paragraph does not prevent the employment by a vendor of a State of Delaware employee who has initiated contact with the vendor. However, State of Delaware employees may be legally prohibited from accepting employment with the contractor or subcontractor under certain circumstances. Vendors may not knowingly employ a person who cannot legally accept employment under state or federal law. If a vendor discovers that they have done so, they must terminate that employment immediately.

**G. General Contract Terms**

**1. Independent Contractors**

The parties to the contract shall be independent contractors to one another, and nothing herein shall be deemed to cause this agreement to create an agency, partnership, joint venture or employment relationship between parties. Each party shall be responsible for compliance with all applicable workers compensation, unemployment, disability insurance, social security withholding and all other similar matters. Neither party shall be liable for any debts, accounts, obligations or other liability whatsoever of the other party or any other obligation of the other party to pay on the behalf of its employees or to withhold from any compensation paid to such employees any social benefits, workers compensation insurance premiums or any income or other similar taxes.

It may be at the State of Delaware's discretion as to the location of work for the contractual support personnel during the project period. The State of Delaware may

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provide working space and sufficient supplies and material to augment the Contractor's services.

**2. Temporary Personnel are Not State Employees Unless and Until They are Hired**

Vendor agrees that any individual or group of temporary staff person(s) provided to the State of Delaware pursuant to this Solicitation shall remain the employee(s) of Vendor for all purposes including any required compliance with the Affordable Care Act by the Vendor. Vendor agrees that it shall not allege, argue, or take any position that individual temporary staff person(s) provided to the State pursuant to this Solicitation must be provided any benefits, including any healthcare benefits by the State of Delaware and Vendor agrees to assume the total and complete responsibility for the provision of any healthcare benefits required by the Affordable Care Act to aforesaid individual temporary staff person(s). In the event that the Internal Revenue Service, or any other third party governmental entity determines that the State of Delaware is a dual employer or the sole employer of any individual temporary staff person(s) provided to the State of Delaware pursuant to this Solicitation, Vendor agrees to hold harmless, indemnify, and defend the State to the maximum extent of any liability to the State arising out of such determinations.

Notwithstanding the content of the preceding paragraph, should the State of Delaware subsequently directly hire any individual temporary staff employee(s) provided pursuant to this Solicitation, the aforementioned obligations to hold harmless, indemnify, and defend the State of Delaware shall cease and terminate for the period following the date of hire. Nothing herein shall be deemed to terminate the Vendor's obligation to hold harmless, indemnify, and defend the State of Delaware for any liability that arises out of compliance with the ACA prior to the date of hire by the State of Delaware. Vendor will waive any separation fee provided an employee works for both the vendor and hiring agency, continuously, for a three (3) month period and is provided thirty (30) days written notice of intent to hire from the agency. Notice can be issued at second month if it is the State's intention to hire.

**3. Work Performed in a State Building**

Awarded Vendor(s) who have any employees carrying out any work related to the awarded contract at a State facility shall have those employees comply with any health mandate or policy issued by the State related to a pandemic or other State of Emergency issued by any State authority during the term of the awarded contract, including those that apply directly to State employees.

**4. ACA Safe Harbor**

The State and its utilizing agencies are not the employer of temporary or contracted staff. However, the State is concerned that it could be determined to be a Common-law Employer as defined by the Affordable Care Act ("ACA"). Therefore, the State seeks to utilize the "Common-law Employer Safe Harbor Exception" under the ACA to transfer health benefit insurance requirements to the staffing company. The Common-law Employer Safe Harbor Exception can be attained when the State and/or its agencies are charged and pay for an "Additional Fee" with respect to the employees electing to obtain health coverage from the Vendor.

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The Common-law Employer Safe Harbor Exception under the ACA requires that an Additional Fee must be charged to those employees who obtain health coverage from the Vendor, but does not state the required amount of the fee. The State requires that all Vendors shall identify the Additional Fee to obtain health coverage from the Vendor and delineate the Additional Fee from all other charges and fees. The Vendor shall identify both the Additional Fee to be charged and the basis of how the fee is applied (i.e. per employee, per invoice, etc.). The State will consider the Additional Fee and prior to award reserves the right to negotiate any fees offered by the Vendor. Further, the Additional Fee shall be separately scored in the proposal to ensure that neither prices charged nor the Additional Fee charged will have a detrimental effect when selecting vendor(s) for award.

**5. Licenses and Permits**

In performance of the contract, the vendor will be required to comply with all applicable federal, state and local laws, ordinances, codes, and regulations. The cost of permits and other relevant costs required in the performance of the contract shall be borne by the successful vendor. The vendor shall be properly licensed and authorized to transact business in the State of Delaware as provided in [30 Del. C. § 2101](#).

Prior to receiving an award, the successful vendor shall either furnish the State of Delaware with proof of State of Delaware Business Licensure or initiate the process of application where required. An application may be requested in writing to: Division of Revenue, Carvel State Building, P.O. Box 8750, 820 N. French Street, Wilmington, DE 19899 or by telephone to one of the following numbers: (302) 577-8200—Public Service, (302) 577-8205—Licensing Department.

Information regarding the award of the contract will be given to the Division of Revenue. Failure to comply with the State of Delaware licensing requirements may subject vendor to applicable fines and/or interest penalties.

**6. Notice**

Any notice to the State of Delaware required under the contract shall be sent by registered mail to:

Wynne B. Hewitt  
Division of Substance Abuse and Mental Health/Department of Health and  
Social Services  
252 Chapman Rd, Suite 201, Newark, DE 19702  
E-mail Address: [wynne.hewitt@delaware.gov](mailto:wynne.hewitt@delaware.gov)

**7. Indemnification**

**a. General Indemnification**

By submitting a proposal, the proposing vendor agrees that in the event it is awarded a contract, it will indemnify and otherwise hold harmless the State of Delaware, its agents and employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the vendor's, its agents and employees' performance work or services in connection with the contract.

**b. Proprietary Rights Indemnification**

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Vendor shall warrant that all elements of its solution, including all equipment, software, documentation, services and deliverables, do not and will not infringe upon or violate any patent, copyright, trade secret or other proprietary rights of any third party. In the event of any claim, suit or action by any third party against the State of Delaware, the State of Delaware shall promptly notify the vendor in writing and vendor shall defend such claim, suit or action at vendor's expense, and vendor shall indemnify the State of Delaware against any loss, cost, damage, expense or liability arising out of such claim, suit or action (including, without limitation, litigation costs, lost employee time, and counsel fees) whether or not such claim, suit or action is successful.

If any equipment, software, services (including methods) products or other intellectual property used or furnished by the vendor (collectively "Products") is or in vendor's reasonable judgment is likely to be, held to constitute an infringing product, vendor shall at its expense and option either:

- (1) Procure the right for the State of Delaware to continue using the Product(s);
- (2) Replace the product with a non-infringing equivalent that satisfies all the requirements of the contract; or
- (3) Modify the Product(s) to make it or them non-infringing, provided that the modification does not materially alter the functionality or efficacy of the product or cause the Product(s) or any part of the work to fail to conform to the requirements of the Contract, or only alters the Product(s) to a degree that the State of Delaware agrees to and accepts in writing.

**8. Insurance**

- a. Vendor recognizes that it is operating as an independent contractor and that it is liable for any and all losses, penalties, damages, expenses, attorney's fees, judgments, and/or settlements incurred by reason of injury to or death of any and all persons, or injury to any and all property, of any nature, arising out of the vendor's negligent performance under this contract, and particularly without limiting the foregoing, caused by, resulting from, or arising out of any act of omission on the part of the vendor in their negligent performance under this contract.
- b. The vendor shall maintain such insurance as will protect against claims under Worker's Compensation Act and from any other claims for damages for personal injury, including death, which may arise from operations under this contract. The vendor is an independent contractor and is not an employee of the State of Delaware.
- c. As a part of the contract requirements, the contractor must obtain at its own cost and expense and keep in force and effect during the term of this contract, including all extensions, the minimum coverage limits specified below with a carrier satisfactory to the State. All contractors must carry the following coverage depending on the type of service or product being delivered.
  - (1) Worker's Compensation and Employer's Liability Insurance in accordance with applicable law.

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- (2) Commercial General Liability - \$1,000,000 per occurrence/\$3,000,000 per aggregate.
- (3) Automotive Liability Insurance covering all automotive units used in the work (including all units leased from and/or provided by the State to Vendor pursuant to this Agreement as well as all units used by Vendor, regardless of the identity of the registered owner, used by Vendor for completing the Work required by this Agreement to include but not limited to transporting Delaware clients or staff), providing coverage on a primary non-contributory basis with limits of not less than:
  - (a) \$1,000,000 combined single limit each accident, for bodily injury;
  - (b) \$250,000 for property damage to others;
  - (c) \$25,000 per person per accident Uninsured/Underinsured Motorists coverage;
  - (d) \$25,000 per person, \$300,000 per accident Personal Injury Protection (PIP) benefits as provided for in 21 *Del. C.* §2118; and
  - (e) Comprehensive coverage for all leased vehicles, which shall cover the replacement cost of the vehicle in the event of collision, damage or other loss.
- d. The successful vendor must carry at least one of the following depending on the scope of work being performed.
  - (1) Medical/Professional Liability - \$1,000,000 per occurrence/\$3,000,000 per aggregate
  - (2) Miscellaneous Errors and Omissions - \$1,000,000 per occurrence/ \$3,000,000 per aggregate
  - (3) Product Liability - \$1,000,000 per occurrence/\$3,000,000 aggregate
- e. Should any of the above described policies be cancelled before expiration date thereof, notice will be delivered in accordance with the policy provisions.
- f. Before any work is done pursuant to this Agreement, the Certificate of Insurance and/or copies of the insurance policies, referencing the contract number stated herein, shall be filed with the State. The certificate holder is as follows:

State of Delaware  
Division of Substance Abuse and Mental Health  
Contract No: HSS-26-028A  
1901 N. Dupont Hwy, New Castle, DE 19720
- g. Nothing contained herein shall restrict or limit the Vendor's right to procure insurance coverage in amounts higher than those required by this Agreement. To

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the extent that the Vendor procures insurance coverage in amounts higher than the amounts required by this Agreement, all said additionally procured coverages will be applicable to any loss or claim and shall replace the insurance obligations contained herein.

- h. To the extent that Vendor has complied with the terms of this Agreement and has procured insurance coverage for all vehicles Leased and/or operated by Vendor as part of this Agreement, the State of Delaware's self-insured insurance program shall not provide any coverage whether coverage is sought as primary, co-primary, excess or umbrella insurer or coverage for any loss of any nature.
- i. In no event shall the State of Delaware be named as an additional insured on any policy required under this agreement.
- j. The vendor shall provide a Certificate of Insurance (COI) as proof that the vendor has the required insurance. The COI shall be provided to agency contact prior to any work being completed by the awarded vendor(s).
- k. The State of Delaware shall not be named as an additional insured.
- l. Should any of the above-described policies be cancelled before expiration date thereof, notice will be delivered in accordance with the policy provisions.

**9. Performance Requirements**

The selected Vendor will warrant that it possesses, or has arranged through subcontractors, all capital and other equipment, labor, materials, and licenses necessary to carry out and complete the work hereunder in compliance with any and all Federal and State laws, and County and local ordinances, regulations and codes.

**10. BID BOND**

There is no Bid Bond Requirement.

**11. PERFORMANCE BOND**

There is no Performance Bond requirement.

**12. Vendor Emergency Response Point of Contact**

The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the Delaware Emergency Operations Plan or in the event of a local emergency or disaster where a state governmental entity requires the services of the vendor. Failure to provide this information could render the proposal as non-responsive.

In the event of a serious emergency, pandemic or disaster outside the control of the State, the State may negotiate, as may be authorized by law, emergency performance from the Contractor to address the immediate needs of the State, even if not contemplated under the original Contract or procurement. Payments are subject to appropriation and other payment terms.

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**13. Warranty**

The Vendor will provide a warranty that the deliverables provided pursuant to the contract will function as designed for a period of no less than one (1) year from the date of system acceptance. The warranty shall require the Vendor correct, at its own expense, the setup, configuration, customizations or modifications so that it functions according to the State's requirements.

**14. Costs and Payment Schedules**

All contract costs must be as detailed specifically in the Vendor's cost proposal. No charges other than as specified in the proposal shall be allowed without written consent of the State of Delaware. The proposal costs shall include full compensation for all taxes that the selected vendor is required to pay.

The State of Delaware will require a payment schedule based on defined and measurable milestones. Payments for services will not be made in advance of work performed. The State of Delaware may require holdback of contract monies until acceptable performance is demonstrated (as much as 25%).

**15. Liquidated Damages**

The State of Delaware may include in the final contract liquidated damages provisions for non-performance.

**16. Dispute Resolution**

At the option of the parties, they shall attempt in good faith to resolve any dispute arising out of or relating to this Agreement promptly by negotiation between executives who have authority to settle the controversy and who are at a higher level of management than the persons with direct responsibility for administration of this Agreement. All offers, promises, conduct and statements, whether oral or written, made in the course of the negotiation by any of the parties, their agents, employees, experts and attorneys are confidential, privileged and inadmissible for any purpose, including impeachment, in arbitration or other proceeding involving the parties, provided evidence that is otherwise admissible or discoverable shall not be rendered inadmissible.

If the matter is not resolved by negotiation, as outlined above, or, alternatively, the parties elect to proceed directly to mediation, then the matter will proceed to mediation as set forth below. Any disputes, claims or controversies arising out of or relating to this Agreement shall be submitted to a mediator selected by the parties. If the matter is not resolved through mediation, it may be submitted for arbitration or litigation. The Agency reserves the right to proceed directly to arbitration or litigation without negotiation or mediation. Any such proceedings held pursuant to this provision shall be governed by State of Delaware law, and jurisdiction and venue shall be in the State of Delaware. Each party shall bear its own costs of mediation, arbitration, or litigation, including attorneys' fees.

**17. Remedies**

Except as otherwise provided in this solicitation, including but not limited to Section V.G.15 above, all claims, counterclaims, disputes, and other matters in question between the State of Delaware and the Contractor arising out of, or relating to, this

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solicitation, or a breach of it may be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State of Delaware.

**18. Termination of Contract**

The contract resulting from this RFP may be terminated as follows by Department of Health and Social Services (DHSS) Division of Substance Abuse and Mental Health (DSAMH).

**a. Termination for Cause**

If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner its obligations under this Contract, or if the Vendor violates any of the covenants, agreements, or stipulations of this Contract, the State shall thereupon have the right to terminate this contract by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least twenty (20) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor under this Contract shall, at the option of the State, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the State.

On receipt of the contract cancellation notice from the State, the Vendor shall have no less than five (5) days to provide a written response and may identify a method(s) to resolve the violation(s). A vendor response shall not affect or prevent the contract cancellation unless the State provides a written acceptance of the vendor response. If the State does accept the Vendor's method and/or action plan to correct the identified deficiencies, the State will define the time by which the Vendor must fulfill its corrective obligations. Final retraction of the State's termination for cause will only occur after the Vendor successfully rectifies the original violation(s). At its discretion the State may reject in writing the Vendor's proposed action plan and proceed with the original contract cancellation timeline.

**b. Termination for Convenience**

The State may terminate this Contract at any time by giving written notice of such termination and specifying the effective date thereof, at least twenty (20) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the State, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the State.

**c. Termination for Non-Appropriations**

In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end

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of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

**19. Non-discrimination**

In performing the services subject to this RFP the vendor, as set forth in Title 19 Delaware Code Chapter 7 section [711](#), will agree that it will not discriminate against any employee or applicant with respect to compensation, terms, conditions or privileges of employment because of such individual's race, marital status, genetic information, color, age, religion, sex, sexual orientation, gender identity, or national origin. The successful vendor shall comply with all federal and state laws, regulations and policies pertaining to the prevention of discriminatory employment practice. Failure to perform under this provision constitutes a material breach of contract.

**20. Covenant against Contingent Fees**

The successful vendor will warrant that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement of understanding for a commission or percentage, brokerage or contingent fee excepting bona-fide employees, bona-fide established commercial or selling agencies maintained by the Vendor for the purpose of securing business. For breach or violation of this warranty the State of Delaware shall have the right to annul the contract without liability or at its discretion to deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

**21. Vendor Activity**

No activity is to be executed in an offshore facility, either by a subcontracted firm or a foreign office or division of the vendor. The vendor must attest to the fact that no activity will take place outside of the United States in its transmittal letter. Failure to adhere to this requirement is cause for elimination from future consideration.

**22. Vendor Responsibility**

The State will enter into a contract with the successful Vendor(s). The successful Vendor(s) shall be responsible for all products and services as required by this RFP whether or not the Vendor or its subcontractor provided final fulfillment of the order. Subcontractors, if any, shall be clearly identified in the Vendor's proposal by completing Attachment 7, and are subject to the approval and acceptance of Department of Health and Social Services (DHSS) Division of Substance Abuse and Mental Health (DSAMH).

**23. Personnel, Equipment and Services**

- a. The Vendor represents that it has, or will secure at its own expense, all personnel required to perform the services required under this contract.
- b. All of the equipment and services required hereunder shall be provided by or performed by the Vendor or under its direct supervision, and all personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.
- c. None of the equipment and/or services covered by this contract shall be subcontracted without the prior written approval of the State. Only those subcontractors identified in Attachment 7 are considered approved upon award.

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Changes to those subcontractor(s) listed in Attachment 7 must be approved in writing by the State.

**24. Fair Background Check Practices**

Pursuant to 29 Del. C. [§ 6909B](#), the State does not consider the criminal record, criminal history, credit history or credit score of an applicant for state employment during the initial application process unless otherwise required by state and/or federal law. Vendors doing business with the State are encouraged to adopt fair background check practices. Vendors can refer to 19 Del. C. [§ 711\(g\)](#) for applicable established provisions.

**25. Vendor Background Check Requirements**

Vendor(s) selected for an award that access state property or come in contact with vulnerable populations, including children and youth, shall be required to complete background checks on employees serving the State's on premises contracts. Unless otherwise directed, at a minimum, this shall include a check of the following registry:

Delaware Sex Offender Central Registry at:

<https://sexoffender.dsp.delaware.gov/>

Individuals that are listed in the registry shall be prevented from direct contact in the service of an awarded state contract, but may provide support or off-site premises service for contract vendors. Should an individual be identified and the Vendor(s) believes their employee's service does not represent a conflict with this requirement, may apply for a waiver to the primary agency listed in the solicitation. The Agency's decision to allow or deny access to any individual identified on a registry database is final and at the Agency's sole discretion.

By Agency request, the Vendor(s) shall provide a list of all employees serving an awarded contract, and certify adherence to the background check requirement. Individual(s) found in the central registry in violation of the terms stated, shall be immediately prevented from a return to state property in service of a contract award. A violation of this condition represents a violation of the contract terms and conditions, and may subject the Vendor to penalty, including contract cancellation for cause.

Individual contracts may require additional background checks and/or security clearance(s), depending on the nature of the services to be provided or locations accessed, but any other requirements shall be stated in the contract scope of work or be a matter of common law. The Vendor(s) shall be responsible for the background check requirements of any authorized Subcontractor providing service to the Agency's contract.

**26. Drug Testing Requirements for Large Public Works**

Pursuant to 29 Del.C. [§6908\(a\)\(6\)](#), effective as of January 1, 2016, OMB has established regulations that require Contractors and Subcontractors to implement a program of mandatory drug testing for Employees who work on Large Public Works Contracts funded all or in part with public funds. The regulations establish the mechanism, standards and requirements of a Mandatory Drug Testing Program that will be incorporated by reference into all Large Public Works Contracts awarded pursuant to 29 Del.C. [§6962](#).

Final publication of the identified regulations can be found at the following:

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[4104 Regulations for the Drug Testing of Contractor and Subcontractor Employees Working on Large Public Works Projects](#)

**27. Work Product**

All materials and products developed under the executed contract by the vendor are the sole and exclusive property of the State. The vendor will seek written permission to use any product created under the contract.

**28. Contract Documents**

The RFP, the purchase order, the executed contract and any supplemental documents between the State of Delaware and the successful vendor shall constitute the contract between the State of Delaware and the vendor. In the event there is any discrepancy between any of these contract documents, the following order of documents governs so that the former prevails over the latter: contract, State of Delaware's RFP, Vendor's response to the RFP and purchase order. No other documents shall be considered. These documents will constitute the entire agreement between the State of Delaware and the vendor.

**29. Applicable Law**

The laws of the State of Delaware shall apply, except where Federal Law has precedence. The successful vendor consents to jurisdiction and venue in the State of Delaware.

In submitting a proposal, Vendors certify that they comply with all federal, state and local laws applicable to its activities and obligations including:

- a. the laws of the State of Delaware;
- b. the applicable portion of the Federal Civil Rights Act of 1964;
- c. the Equal Employment Opportunity Act and the regulations issued there under by the federal government;
- d. a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury; and
- e. that programs, services, and activities provided to the general public under resulting contract conform with the Americans with Disabilities Act of 1990, and the regulations issued there under by the federal government.

If any vendor fails to comply with a through e (noted above) of this paragraph, the State of Delaware reserves the right to disregard the proposal, terminate the contract, or consider the vendor in default.

The selected vendor shall keep itself fully informed of and shall observe and comply with all applicable existing Federal and State laws, and County and local ordinances, regulations and codes, and those laws, ordinances, regulations, and codes adopted during its performance of the work.

**30. Severability**

If any term or provision of this Agreement is found by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, the same shall not affect the other terms or provisions hereof or the whole of this Agreement, but such term or provision shall be deemed modified to the extent necessary in the court's opinion to render such

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term or provision enforceable, and the rights and obligations of the parties shall be construed and enforced accordingly, preserving to the fullest permissible extent the intent and agreements of the parties herein set forth.

**31. Assignment of Antitrust Claims**

As consideration for the award and execution of this contract by the State, the Vendor hereby grants, conveys, sells, assigns, and transfers to the State of Delaware all of its right, title and interest in and to all known or unknown causes of action it presently has or may now or hereafter acquire under the antitrust laws of the United States and the State of Delaware, regarding the specific goods or services purchased or acquired for the State pursuant to this contract. Upon either the State's or the Vendor notice of the filing of or reasonable likelihood of filing of an action under the antitrust laws of the United States or the State of Delaware, the State and Vendor shall meet and confer about coordination of representation in such action.

**32. Scope of Agreement**

If the scope of any provision of the contract is determined to be too broad in any respect whatsoever to permit enforcement to its full extent, then such provision shall be enforced to the maximum extent permitted by law, and the parties hereto consent and agree that such scope may be judicially modified accordingly and that the whole of such provisions of the contract shall not thereby fail, but the scope of such provisions shall be curtailed only to the extent necessary to conform to the law.

**33. Affirmation**

The Vendor must affirm that within the past five (5) years the firm or any officer, controlling stockholder, partner, principal, or other person substantially involved in the contracting activities of the business is not currently suspended or debarred and is not a successor, subsidiary, or affiliate of a suspended or debarred business.

**VI. Access to Records**

The Vendor shall maintain books, records, documents, and other evidence pertaining to this Contract to the extent and in such detail as shall adequately reflect performance hereunder. The Vendor agrees to preserve and make available to the State, upon request, such records for a period of five (5) years from the date services were rendered by the Vendor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Vendor agrees to make such records available for inspection, audit, or reproduction to any official State representative in the performance of their duties under the Contract. Upon notice given to the Vendor, representatives of the State or other duly authorized State or Federal agency may inspect, monitor, and/or evaluate the cost and billing records or other material relative to this Contract. The cost of any Contract audit disallowances resulting from the examination of the Vendor's financial records will be borne by the Vendor. Reimbursement to the State for disallowances shall be drawn from the Vendor's own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.

**8. IRS 1075 Publication (If Applicable)**

**a. Performance**

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In performance of this contract, the Contractor agrees to comply with and assume responsibility for compliance by officers or employees with the following requirements:

- (1) All work will be performed under the supervision of the contractor.
- (2) The contractor and contractor's officers or employees to be authorized access to FTI must meet background check requirements defined in IRS Publication 1075. The contractor will maintain a list of officers or employees authorized access to FTI. Such list will be provided to the agency and, upon request, to the IRS.
- (3) FTI in hardcopy or electronic format shall be used only for the purpose of carrying out the provisions of this contract. FTI in any format shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection or disclosure of FTI to anyone other than the contractor or the contractor's officers or employees authorized is prohibited.
- (4) FTI will be accounted for upon receipt and properly stored before, during, and after processing. In addition, any related output and products require the same level of protection as required for the source material.
- (5) The contractor will certify that FTI processed during the performance of this contract will be completely purged from all physical and electronic data storage with no output to be retained by the contractor at the time the work is completed. If immediate purging of physical and electronic data storage is not possible, the contractor will certify that any FTI in physical or electronic storage will remain safeguarded to prevent unauthorized disclosures.
- (6) Any spoilage or any intermediate hard copy printout that may result during the processing of FTI will be given to the agency. When this is not possible, the contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts and will provide the agency with a statement containing the date of destruction, description of material destroyed, and the destruction method.
- (7) All computer systems receiving, processing, storing, or transmitting FTI must meet the requirements in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to FTI.
- (8) No work involving FTI furnished under this contract will be subcontracted without the prior written approval of the IRS.
- (9) Contractor will ensure that the terms of FTI safeguards described herein are included, without modification, in any approved subcontract for work involving FTI.
- (10) To the extent the terms, provisions, duties, requirements, and obligations of this contract apply to performing services with FTI, the contractor shall assume toward the subcontractor all obligations, duties and responsibilities that the agency under this contract assumes toward the contractor, and the subcontractor shall assume toward the contractor all the same obligations, duties and responsibilities which the contractor assumes toward the agency under this contract.
- (11) In addition to the subcontractor's obligations and duties under an approved subcontract, the terms and conditions of this contract apply to the

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subcontractor, and the subcontractor is bound and obligated to the contractor hereunder by the same terms and conditions by which the contractor is bound and obligated to the agency under this contract.

- (12) For purposes of this contract, the term “contractor” includes any officer or employee of the contractor with access to or who uses FTI, and the term “subcontractor” includes any officer or employee of the subcontractor with access to or who uses FTI.
- (13) The agency will have the right to void the contract if the contractor fails to meet the terms of FTI safeguards described herein.

**b. Criminal/Civil Sanctions**

- (1) Each officer or employee of a contractor to whom FTI is or may be disclosed shall be notified in writing that FTI disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any FTI for a purpose not authorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as 5 years, or both, together with the costs of prosecution.
- (2) Each officer or employee of a contractor to whom FTI is or may be accessible shall be notified in writing that FTI accessible to such officer or employee may be accessed only for a purpose and to the extent authorized herein, and that access/inspection of FTI without an official need-to-know for a purpose not authorized herein constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000 or imprisonment for as long as 1 year, or both, together with the costs of prosecution.
- (3) Each officer or employee of a contractor to whom FTI is or may be disclosed shall be notified in writing that any such unauthorized access, inspection or disclosure of FTI may also result in an award of civil damages against the officer or employee in an amount equal to the sum of the greater of \$1,000 for each unauthorized access, inspection, or disclosure, or the sum of actual damages sustained as a result of such unauthorized access, inspection, or disclosure, plus in the case of a willful unauthorized access, inspection, or disclosure or an unauthorized access/inspection or disclosure which is the result of gross negligence, punitive damages, plus the cost of the action. These penalties are prescribed by IRC sections 7213, 7213A and 7431 and set forth at 26 CFR 301.6103(n)-1.

Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

- (4) Granting a contractor access to FTI must be preceded by certifying that each officer or employee understands the agency’s security policy and procedures for safeguarding FTI. A contractor and each officer or employee must maintain

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their authorization to access FTI through annual recertification of their understanding of the agency's security policy and procedures for safeguarding FTI. The initial certification and recertifications must be documented and placed in the agency's files for review. As part of the certification and at least annually afterwards, a contractor and each officer or employee must be advised of the provisions of IRC sections 7213, 7213A, and 7431 (see Exhibit 4, Sanctions for Unauthorized Disclosure, and Exhibit 5, Civil Damages for Unauthorized Disclosure). The training on the agency's security policy and procedures provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See Section 10) For the initial certification and the annual recertifications, the contractor and each officer or employee must sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

c. **Inspection**

The IRS and the Agency, with 24-hour notice, shall have the right to send its inspectors into the offices and plants of the contractor to inspect facilities and operations performing any work with FTI under this contract for compliance with requirements defined in IRS Publication 1075. The IRS' right of inspection shall include the use of manual and/or automated scanning tools to perform compliance and vulnerability assessments of information technology (IT) assets that access, store, process or transmit FTI. Based on the inspection, corrective actions may be required in cases where the contractor is found to be noncompliant with FTI safeguard requirements.

**9. Other General Conditions**

- a. **Current Version** – “Packaged” application and system software shall be the most current version generally available as of the date of the physical installation of the software.
- b. **Current Manufacture** – Equipment specified and/or furnished under this specification shall be standard products of manufacturers regularly engaged in the production of such equipment and shall be the manufacturer's latest design. All material and equipment offered shall be new and unused.
- c. **Volumes and Quantities** – Activity volume estimates and other quantities have been reviewed for accuracy; however, they may be subject to change prior or subsequent to award of the contract.
- d. **Prior Use** – The State of Delaware reserves the right to use equipment and material furnished under this proposal prior to final acceptance. Such use shall not constitute acceptance of the work or any part thereof by the State of Delaware.
- e. **Status Reporting** – The selected vendor will be required to lead and/or participate in status meetings and submit status reports covering such items as progress of work being performed, milestones attained, resources expended, problems encountered, and corrective action taken, until final system acceptance.
- f. **Regulations** – All equipment, software and services must meet all applicable local, State and Federal regulations in effect on the date of the contract.
- g. **Assignment** – Any resulting contract shall not be assigned except by express prior written consent from the Agency.

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- h. **Changes** – No alterations in any terms, conditions, delivery, price, quality, or specifications of items ordered will be effective without the written consent of the State of Delaware.
- i. **Billing** – The successful vendor is required to "Bill as Shipped" to the respective ordering agency(s). Ordering agencies shall provide contract number, ship to and bill to address, contact name and phone number.
- j. **Payment** – The State reserves the right to pay by Automated Clearing House (ACH) or Purchase Card (P-Card). The agencies will authorize and process for payment of each invoice within thirty (30) days after the date of receipt of a correct invoice. Vendors are invited to offer in their proposal value added discounts (i.e. speed to pay discounts for specific payment terms). Cash or separate discounts should be computed and incorporated as invoiced.
- k. **W-9** – The State of Delaware requires a new vendor to complete the registration process through the Delaware Supplier Portal at <http://esupplier.erp.delaware.gov>. Successful completion of this registration enables the creation of a State of Delaware supplier record. The Taxpayer ID (SSN or EIN) and Applicant (supplier) name are submitted to the Internal Revenue Service for "matching". If the Taxpayer ID and name do not match, the vendor record cannot be approved.  
It is the applicant's responsibility to select the appropriate 1099 Withholding Type and Class. If incorporated, a business is not subject to 1099 reporting unless the business is providing legal or medical services.  
Any questions about completing this registration or specific comments about the registration, please contact supplier maintenance by phone at 302-672-5000
- l. **Purchase Orders** – Agencies that are part of the First State Financial (FSF) system are required to identify the contract number **HSS-26-028A** on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.
- m. **Purchase Card** – The State of Delaware intends to maximize the use of the P-Card for payment for goods and services provided under contract. Vendors shall not charge additional fees for acceptance of this payment method and shall incorporate any costs into their proposals. Additionally, there shall be no minimum or maximum limits on any P-Card transaction under the contract.
- n. **Additional Terms and Conditions** – The State of Delaware reserves the right to add terms and conditions during the contract negotiations.

## VII. RFP Miscellaneous Information

### A. No Press Releases or Public Disclosure

The State of Delaware reserves the right to pre-approve any news or broadcast advertising releases concerning this solicitation, the resulting contract, the work performed, or any reference to the State of Delaware with regard to any project or contract performance. Any such news or advertising releases pertaining to this solicitation or resulting contract shall require the prior express written permission of the State of Delaware.

The State will not prohibit or otherwise prevent the awarded vendor(s) from direct marketing to the State of Delaware agencies, departments, municipalities, and/or any

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other political subdivisions, however, the Vendor shall not use the State's seal or imply preference for the solution or goods provided.

**B. Definitions of Requirements**

To prevent any confusion about identifying requirements in this RFP, the following definition is offered: The words *shall*, *will* and/or *must* are used to designate a mandatory requirement. Vendors must respond to all mandatory requirements presented in the RFP. Failure to respond to a mandatory requirement may cause the disqualification of your proposal.

**C. Production Environment Requirements**

The State of Delaware requires that all hardware, system software products, and application software products included in proposals be currently in use in a production environment by a least three other customers, have been in use for at least six months, and have been generally available from the manufacturers for a period of six months. Unreleased or beta test hardware, system software, or application software will not be acceptable.

## **VIII. Attachments**

The following attachments and appendices shall be considered part of the solicitation:

- Attachment 1 – No Proposal Reply Form
- Attachment 2 – Vendor Information Form (refer to Appendix C)
- Attachment 3 – Non-Collusion Statement (refer to Appendix C)
- Attachment 4 – Exceptions (refer to Appendix C)
- Attachment 5 – Confidentiality & Proprietary Information (refer to Appendix C)
- Attachment 6 – Business References (refer to Appendix C)
- Attachment 7 – Subcontractor Information Form (refer to Appendix C)
- Attachment 8 – Monthly Usage Report
- Attachment 9 – Subcontracting (2<sup>nd</sup> Tier Spend) Report
- Attachment 10 – Office of Supplier Diversity Application
- Appendix A – Minimum Response Requirements
- Appendix B – Scope of Work / Technical Requirements
- Appendix C – Forms
  - Vendor Information Form (Attachment 2)
  - Non-Collusion Statement (Attachment 3)
  - Exception Form (Attachment 4)
  - Confidentiality Form (Attachment 5)
  - Business References (Attachment 6)
  - Subcontractor Information Form (Attachment 7), if applicable
- Appendix D – Templates/Sample Agreements
  - Professional Services Agreement
  - Business Associate Agreement
  - DTI Terms & Conditions

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**IMPORTANT – PLEASE NOTE**

- **Attachments 2, 3, 4, 5 and 6 must be included in your proposal**
- Attachment 7 must be included in your proposal if subcontractors will be involved
- Attachments 8 and 9 represent required reporting on the part of awarded vendors. Those bidders receiving an award will be provided with active spreadsheets for reporting.

**REQUIRED REPORTING**

One of the primary goals in administering this contract is to keep accurate records regarding its actual value/usage. This information is essential in order to update the contents of the contract and to establish proper bonding levels if they are required. The integrity of future contracts revolves around our ability to convey accurate and realistic information to all interested parties.

A complete and accurate Usage Report (Attachment 8) shall be furnished in an Excel format and submitted electronically, no later than the 15th (or next business day after the 15th day) of each month, detailing the purchasing of all items and/or services on this contract. The reports shall be completed in Excel format, using the template provided, and submitted as an attachment to [Jessica Crumbacker ([Jessica.crumbacker@delaware.gov](mailto:Jessica.crumbacker@delaware.gov)) and Wynne B. Hewitt ([wynne.hewitt@delaware.gov](mailto:wynne.hewitt@delaware.gov))], with a copy going to the contract officer identified as your point of contact. Submitted reports shall cover the full month (Report due by January 15<sup>th</sup> will cover the period of December 1 – 31.), contain accurate descriptions of the products, goods or services procured, purchasing agency information, quantities procured, and prices paid. Reports are required monthly, including those with “no spend”. Any exception to this mandatory requirement or failure to submit complete reports, or in the format required, may result in corrective action, up to and including the possible cancellation of the award. Failure to provide the report with the minimum required information may also negate any contract extension clauses. Additionally, Vendors who are determined to be in default of this mandatory report requirement may have such conduct considered against them, in assessment of responsibility, in the evaluation of future proposals.

**AGENCIES MAY NOT REMOVE SUBCONTRACTING 2<sup>ND</sup> TIER REPORTS** – Reporting is required by Executive Order.

In accordance with [Executive Order 49](#), the State of Delaware is committed to supporting its diverse business industry and population. The successful Vendor will be required to accurately report on the participation by Diversity Suppliers which includes minority (MBE), woman (WBE), veteran owned business (VOBE), or service-disabled veteran owned business (SDVOBE) under this awarded contract. The reported data elements shall include but not be limited to; name of state contract/project, the name of the Diversity Supplier, Diversity Supplier contact information (phone, email), type of product or service provided by the Diversity Supplier and any minority, women, veteran, or service-disabled veteran certifications for the subcontractor (State OSD certification, Minority Supplier Development Council, Women’s Business Enterprise Council, VetBiz.gov). The format used for Subcontracting 2<sup>nd</sup> Tier report is shown as in Attachment 9.

Accurate 2nd Tier reports shall be submitted to the contracting Agency’s contract manager on the 15th (or next business day) of the month following each quarterly period. For consistency

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quarters shall be considered to end the last day of March, June, September and December of each calendar year. Contract spend during the covered periods shall result in a report even if the contract has expired by the report due date.

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**Attachment 1**

**NO PROPOSAL REPLY FORM**

Contract No. HSS-26-028A  
Title: PROMISE Mental Health Group Homes

To assist us in obtaining good competition on our Request for Proposals, we ask that each firm that has received a proposal, but does not wish to bid, state their reason(s) below and return in a clearly marked envelope displaying the contract number. This information will not preclude receipt of future invitations unless you request removal from the Vendor's List by so indicating below, or do not return this form or bona fide proposal.

Unfortunately, we must offer a "No Proposal" at this time because:

- \_\_\_\_\_ 1. We do not wish to participate in the bid process.
- \_\_\_\_\_ 2. We do not wish to bid under the terms and conditions of the Request for Proposal document. Our objections are: \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_ 3. We do not feel we can be competitive.
- \_\_\_\_\_ 4. We cannot submit a proposal because of the marketing or franchising policies of the manufacturing company.
- \_\_\_\_\_ 5. We do not wish to sell to the State. Our objections are: \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_ 6. We do not sell the items/services on which proposals are requested.
- \_\_\_\_\_ 7. Other: \_\_\_\_\_

\_\_\_\_\_  
FIRM NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_ We wish to remain on the Vendor's List **for these goods or services.**

\_\_\_\_\_ We wish to be deleted from the Vendor's List **for these goods or services.**

**PLEASE FORWARD NO PROPOSAL REPLY FORM TO THE CONTRACT OFFICER IDENTIFIED.**

**Attachment 2 to Attachment 7**

**Contained in Appendix C under a separate file.**

- Vendor Information Sheet (Attachment 2)
- Non-Collusion Statement (Attachment 3)
- Exceptions Form (Attachment 4)
- Confidential Information Form (Attachment 5)
- Business References (Attachment 6)
- Subcontractor Form (Attachment 7), if applicable

**Please go to Appendix C for a separate file for these Attachments:**

**“HSS-26-028A – AppC-Vendor Frms.xlsx”**







## The Office of Supplier Diversity (OSD)

Supplier Diversity Certification Application Portal can be found here:  
[Office of Supplier Diversity Certification Application Portal](#)

For more information, please send an email to OSD:  
[osd@delaware.gov](mailto:osd@delaware.gov) or call 302-577-8477

[Subscribe](#) to the OSD Mailing List

Carvel State Building  
820 N. French Street, 10<sup>th</sup> Floor  
Wilmington, DE 19801

Telephone: 302-577-8477 / Fax: 302-736-7915

Email: [osd@delaware.gov](mailto:osd@delaware.gov)

Web site: <https://business.delaware.gov/osd/>

\*Submission of a completed Office of Supplier Diversity (OSD) application is optional and does not influence the outcome of any award decision.



## APPENDIX A

### MINIMUM MANDATORY SUBMISSION REQUIREMENTS

Each vendor solicitation response should contain at a minimum the following information:

1. Transmittal Letter as specified on page two (2) of the Request for Proposal including an Applicant's experience, if any, providing similar services.
2. The proposal package shall identify how the vendor proposes meeting the contract requirements and shall include pricing. Vendors are encouraged to review the Evaluation criteria identified to see how the proposals will be scored and verify that the response has sufficient documentation to support each criteria listed.
3. Pricing as identified in the solicitation.
4. One (1) completed Vendor information Sheet (See Attachment 2 – in Appendix C).
5. One (1) complete and signed Non-collusion agreement (See Attachment 3 – in Appendix C)).
6. One (1) completed RFP Exception form (See Attachment 4 – in Appendix C) – please check box if no information – Form must be included.
7. One (1) completed Confidentiality Form (See Attachment 5 – in Appendix C) – please check if no information is deemed confidential – Form must be included.
8. One (1) completed Business Reference form (See Attachment 6 – in Appendix C)) – please provide references other than State of Delaware contacts – Form must be included.
9. One (1) complete and signed copy of the Subcontractor Information Form (See Attachment 7 – in Appendix C)) for each subcontractor – **only provide if applicable.**

The items listed above provide the basis for evaluating each vendor's proposal. **Failure to provide all appropriate information may deem the submitting vendor as "non-responsive" and exclude the vendor from further consideration.** If an item listed above is not applicable to your company or proposal, please make note in your submission package.

Vendors shall provide proposal packages in the following formats:

1. Proposals shall be submitted online at <https://dhss.bonfirehub.com/>

## APPENDIX B

### SCOPE OF WORK AND TECHNICAL REQUIREMENTS

#### Program Design

Bidders are responding to this RFP to offer programming that serves individuals with SPMI and/or co-occurring disorders who meet requirements for Group Home level of care. Bidders must provide safe, affordable, and stable housing and wrap-around services. Services may include the provision of recovery support with accessible services, both medical and non-medical, based on needs, rather than on insurance status or the initial diagnosis of the individual. This RFP is only seeking responses from Bidders prepared to offer a group home in Sussex County, Delaware.

Bidders should include comprehensive case management, integrated with housing services, and in coordination and collaboration with other health care providers and community-based social support services.

Bidders are expected to adhere to the Home and Community-Based Services (HCBS) rule by focusing on person-centered planning, individual choice, and integration into the broader community. Bidders will engage in meaningful continuing care collaboration and coordination of care with primary care providers, acute care facilities, existing outpatient services, and other community treatment resources. Bidders are also expected to provide trauma-informed care practices that promote a culture of safety, empowerment, and healing and patient-centered planning methods with the goal of guiding the patient towards full participation in the community.

Bidders must provide comprehensive discharge planning as outlined in DSAMH's discharge planning policy.

#### Purpose

Group Home residences are cost-effective, community-based housing, which provide support to adults living with severe and persistent mental illness who need around-the-clock support to remain in the community, as opposed to seeking nursing facility level of care. They utilize recovery-model and trauma-informed principles to maximize the functioning and quality of life of every involved consumer.

Group Homes must be licensed by DHCQ and in compliance with Delaware Administrative Code, Title 16 Health and Social Services Division of Health Care Quality, specifically Group Homes for Person with Mental Illness (**Regulation 3305**), as well as program standards defined in the PROMISE Service Certification and Reimbursement Manual as it relates to Community-based Residential Alternatives, Excluding Assisted Living. Group Homes must also be certified as a Medicaid Provider.

DSAMH's Group Homes are organized into distinct tiers (Tiers 3 - 5). Full descriptions of Tiers 3 and 4 ("Intensive Supports for Medically Fragile Beneficiaries") can be found under Model 2 in the PROMISE Service Certification and Reimbursement Manual (pages 27-31) linked below.

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Tier 5 is reserved for those beneficiaries that also qualify for PLUS Long-Term Care (LTC), nursing facility level of care in the community, and is intended as the highest intensity of home- and community-based care. It is also described in the manual (pg. 31).

**A. Target Population**

DSAMH PROMISE Care Managers assess individuals with SPMI, with additional medical or ADL needs, to determine eligibility for Group Home level of care. Eligible clients will then choose from a list of providers accepting new clients. Eligibility criteria include:

- Adults (ages 18 and older) who meet the target and functional needs criteria for SPMI and SUD under the PROMISE program;
- Screening with a standardized clinical and functional assessment instrument modified for Delaware and based on national standards. The American Society for Addiction Medicine (ASAM) tool integrates assessments of both mental health and substance use disorder conditions into a single document with an algorithm that can be used to determine functional eligibility and ensure appropriate treatment of individuals based on their medical and functional needs.

Eligible individuals must meet one of the target criteria and the corresponding functional criteria as measured by the ASAM tool. The following are acceptable combinations:

- Target criteria A and functional criteria A or C.
- Target criteria B and functional criteria B or C.

**1. Target Criteria**

- a. Target Criteria A:** An individual must have formally received one of the included Diagnostic and Statistical Manual of Mental Disorders (DSM) diagnoses that constitute the targeted portion of the State’s definition of SPMI by a qualified clinician. Diagnoses include the following:

<b>DSAMH Current SPMI Diagnosis Codes (updated 7/1/2012)</b>			
DSM IV Code	DSM 5 Code	Disorder	DSM IV Category
295.10	295.90	Schizophrenia, Disorganized Type <i>(In DSM 5 Disorganized subtype no longer used)</i>	Psychotic Disorders <sup>1</sup>
295.20	295.90	Schizophrenia, Catatonic Type <i>(In DSM 5 Catatonic subtype no longer used)</i>	Psychotic Disorders
295.30	295.90	Schizophrenia, Paranoid Type <i>(In DSM 5 Paranoid subtype no longer used)</i>	Psychotic Disorders
295.40	295.40	Schizophreniform Disorder	Psychotic Disorders
295.60	295.90	Schizophrenia, Residual Type <i>(In DSM 5 Residual subtype no longer used)</i>	Psychotic Disorders
295.70	295.70	Schizoaffective Disorder	Psychotic Disorders
295.90	295.90	Schizophrenia, Undifferentiated Type <i>(In DSM 5 Undifferentiated subtype no longer used)</i>	Psychotic Disorders
296.30	296.30	Major Depressive Disorder, Recurrent, Unspecified	Mood Disorders <sup>2</sup>

<sup>1</sup> In DSM 5, the associated diagnostic category is labeled, “Schizophrenia Spectrum and Other Psychotic Disorders”.

<sup>2</sup> In DSM 5, mood disorders are broken out into “Depressive Disorders” and “Bipolar and Related Disorders”.

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DSAMH Current SPMI Diagnosis Codes (updated 7/1/2012)			
DSM IV Code	DSM 5 Code	Disorder	DSM IV Category
296.32	296.32	Major Depressive Disorder, Recurrent, Moderate	Mood Disorders
296.33	296.33	Major Depressive Disorder, Recurrent, Severe Without Psychotic Features ( <i>In DSM 5, "Without Psychotic Features" is not a further specifier</i> )	Mood Disorders
296.34	296.34	Major Depressive Disorder, Recurrent, Severe With Psychotic Features ( <i>In DSM 5, "With psychotic features" is its own specifier, and, when present, is used instead of Mild, Moderate, or Severe, not in addition to Severe</i> ) <sup>3</sup>	Mood Disorders
296.40	296.40	Bipolar I Disorder, Most Recent Episode Hypomanic <sup>4</sup>	Mood Disorders
296.42	296.42	Bipolar I Disorder, Most Recent Episode Manic, Moderate	Mood Disorders
296.43	296.43	Bipolar I Disorder, Most Recent Episode Manic, Severe Without Psychotic Features ( <i>In DSM 5, "Without Psychotic Features" is not a further specifier</i> )	Mood Disorders
296.44	296.44	Bipolar I Disorder, Most Recent Episode Manic, Severe With Psychotic Features ( <i>In DSM 5, "With psychotic features" is its own specifier, and, when present, is used instead of Mild, Moderate, or Severe, not in addition to Severe</i> ) <sup>5</sup>	Mood Disorders
296.50	296.50	Bipolar I Disorder, Most Recent Episode Depressed, Unspecified	Mood Disorders
296.52	296.52	Bipolar I Disorder, Most Recent Episode Depressed, Moderate	Mood Disorders
296.53	296.53	Bipolar I Disorder, Most Recent Episode Depressed, Severe w/o Psychotic Features ( <i>In DSM 5, "Without Psychotic Features" is not a further specified</i> )	Mood Disorders
296.54	296.54	Bipolar I Disorder, Most Recent Episode Depressed, Severe w/ Psychotic Features ( <i>In DSM 5, "With psychotic features" is its own specifier, and, when present, is used instead of Mild, Moderate, or Severe, not in addition to Severe</i> ) <sup>6</sup>	Mood Disorders

<sup>3</sup> The DSM 5 code for Major Depressive Disorder, Recurrent, with Psychotic Features is 296.34.

<sup>4</sup> In DSM 5 code 296.40 is also used for "Bipolar I Disorder, Current or Most Recent Episode Manic, Unspecified".

<sup>5</sup> The DSM 5 code for "Bipolar I Disorder, Current or Most Recent Episode Manic, with Psychotic Features" is 296.44.

<sup>6</sup> The DSM 5 code for "Bipolar I Disorder, Current or Most Recent Episode Depressed, with Psychotic Features" is 296.54.

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DSAMH Current SPMI Diagnosis Codes (updated 7/1/2012)			
DSM IV Code	DSM 5 Code	Disorder	DSM IV Category
296.60		Bipolar I Disorder, Most Recent Episode Mixed, Unspecified ( <i>This Bipolar 1 sub-type was removed from DSM 5</i> )	Mood Disorders
296.62		Bipolar I Disorder, Most Recent Episode Mixed, Moderate ( <i>This Bipolar 1 sub-type was removed from DSM 5</i> )	Mood Disorders
296.63		Bipolar I Disorder, Most Recent Episode Mixed, Severe Without Psychotic Features ( <i>This Bipolar 1 sub-type was removed from DSM 5</i> )	Mood Disorders
296.64		Bipolar I Disorder, Most Recent Episode Mixed, Severe With Psychotic Features ( <i>This Bipolar 1 sub-type was removed from DSM 5</i> )	Mood Disorders
296.70	296.70	Bipolar Disorder, Most Recent Episode Unspecified	Mood Disorders
296.89	296.89	Bipolar II Disorder	Mood Disorders
297.1	297.1	Delusional Disorder	Psychotic Disorders
301.0	301.0	Paranoid Personality Disorder	Personality Disorders
301.20	301.20	Schizoid Personality Disorder	Personality Disorders
301.22	301.22	Schizotypal Personality Disorder	Personality Disorders
301.83	301.83	Borderline Personality Disorder	Personality Disorders
309.81	309.81	Posttraumatic Stress Disorder (PTSD)	Anxiety Disorders <sup>7</sup>

- b. Target Criteria B:** Individuals may also meet other targeted DSM diagnoses. The DSM diagnosis must be among those that are included in the following larger DSM categories (excluding pervasive developmental disorders):
- i. Mood Disorders
    - 1. In DSM 5 “Depressive Disorders” and “Bipolar and Related Disorders” are separated out as diagnostic groupings.
  - ii. Anxiety Disorders
    - 1. DSM 5 includes a separate category, “Obsessive-Compulsive and Related Disorders.”
    - 2. DSM 5 includes a separate category, “Trauma- and Stressor-Related Disorders.”
  - iii. Schizophrenia and Other Psychotic Disorders
    - 1. In DSM 5 this category is labeled, “Schizophrenia Spectrum and Other Psychotic Disorders.”
  - iv. Dissociative Disorders
  - v. Personality Disorders

<sup>7</sup>In DSM 5, PTSD is moved to another diagnostic category, called “Trauma- and Stressor-Related Disorders”.

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- vi. Substance-Related Disorders:
  - 1. In DSM 5 this category is labeled, “Substance-Related and Addictive Disorders”.
- 2. **Functional Criteria** – Each person who is screened and found eligible for PROMISE must receive the State required diagnostic and functional assessment using the modified ASAM tool.
  - a. **Functional Criteria A:** If the individual meets Target Criteria A, then the individual must be assessed with a rating of moderate on at least one of the six modified ASAM dimensions. The six dimensions include the following:
    - i. Acute intoxication and/or withdrawal potential — substance use.
    - ii. Biomedical conditions/complications.
    - iii. Emotional/behavioral/cognitive conditions or complications (with five sub-dimensions, including suicidality, self-control/impulsivity, dangerousness, self-care, and psychiatric/emotional health).
    - iv. Readiness to change (with two sub-dimensions, including understanding of illness and recovery, and desire to change).
    - v. Relapse, continued use, continued problem potential.
    - vi. Recovery environment (with two sub-dimensions, including recovery environment and interpersonal/social functioning).
  - b. **Functional Criteria B:** If the individual does not meet Target Criteria A, but does meet Target Criteria B, then the individual must be assessed with a rating of severe on at least one of the above six modified ASAM dimensions.
  - c. **Functional Criteria C:** An adult who has previously met the above target and functional criteria and needs subsequent medical necessary services for stabilization and maintenance. The individual continues to need at least one home- and community-based service for stabilization and maintenance (i.e., at least one PROMISE service).
- 3. **Tier 3 Criteria** – Tier 3 is for medically-fragile beneficiaries whose needs prevent them from residing independently in the community. For this tier, the beneficiary’s goal is to receive assistance and support with ADLs/IADLs and to either step down to independent living or move to nursing home level of care as their needs change. Beneficiaries in Tier 3 are not receiving PLUS LTC services (i.e., not approved for nursing facility level of care in the community).
  - a. Medical Necessity Criteria for Tier 3 – ASAM Criteria
    - i. High biomedical immediate need:
      - 1. Substance Abuse: can have some current use or past history.
      - 2. Biomedical: "current/unstable".
      - 3. Suicidality: any level but not acute.
      - 4. Suicidality: control/impulsivity — moderate to high.
      - 5. Dangerousness: can have moderate–high risk.
      - 6. Self-care: any level but will tend to not seek treatment without assistance and requires assistance in personal care, life skills, or other ASAM items checked.
      - 7. Psychological/Emotional Health: any level.
      - 8. Readiness to Change: any level.
      - 9. Relapse, etc. any level.



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community resources. As needed, this service may also include prompting to encourage desired behaviors and/or to curtail inappropriate behaviors.

It is understood that, once a resident has established residency at the Group Home, it is their home. Group Homes are not permitted to discharge a resident due to temporary medical or psychiatric hospitalization. If the Group Home provider identifies issues that would preclude the beneficiary from returning to their assigned Group Home, the provider may appeal the return of the resident to the Group Home to PROMISE and the EEU.

Group Homes must also:

1. Ensure an individual's right of privacy, dignity, respect, and freedom from coercion and restraint.
2. Optimize individual initiative, autonomy, and independence in making life choices, including, but not limited to, daily activities, physical environment, and with whom to interact.
3. Facilitate individual choice regarding services and supports and which people provide them.
4. Provide individuals with the freedom and support to control their own schedules and activities and have access to food at any time.
5. Ensure that individuals can have visitors of their choosing at any time.
6. Adhere to all relevant state and federal statutes, as well as pertinent county housing and zoning requirements.
7. Conform to criminal background checks and drug testing laws.
8. Understand rent payment is to be no more than 30% of the resident's income and paid to the Group Home Bidder. (Group Home program staff and DSAMH can provide exceptions.)
9. Operate in a community-based setting with a home-like environment, integrated into the community, and providing access to typical home facilities.
10. Maintain a staffing ratio consistent with the weighted tiers of the clients in the home.
11. Ensure that at least 75% of staff members shall be Clinicians or Associate Clinicians.
12. Ensure multidisciplinary staff members should include a Psychiatrist or Psychiatric Nurse Practitioner (under a formal supervision protocol with a psychiatrist), Clinician, Associate Clinician, Residency Manager, Peer Specialist and Residential Service Assistant/Certified Nursing Assistant. See PROMISE manual (pg. 34) for required qualifications for each position.
13. Each Group Home shall have a minimum of two (2) Certified Mental Health Screeners and the capability to provide crisis screening twenty-four (24) hours a day, seven (7) days a week).
14. Ensure staff members receive training in Introduction to the PROMISE program; the role of the PROMISE care manager; HCBS program basics and assurances; appeals process; documentation policies, recovery approaches and outcomes; person-centered planning and the importance of the recovery plan, prior authorizations; member rights and protections; trauma-informed care; cultural competency; and conflict resolution.
15. Ensure staff members adhere to each resident's Recovery Plan and foster the acquisition of independent living skills. Those skills include Activities of Daily Living (ADLs), including eating, dressing and grooming, and Instrumental Activities of Daily Living (IADLs),

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including cooking and meal planning, money management, shopping for groceries, and managing medications. See PROMISE manual (pg. 24) for complete lists.

16. Provide the client's clinical services to facilitate a more seamless integration of care.
17. Be responsible for the full range of transportation options required by residents to participate in services and activities specified in their Recovery Plans. This includes transportation to and from day activities and employment services, as applicable.
18. Ensure that staff members will keep a daily log of support activities for prompting residents with all IADLs/ADLs. A separate field trip log will also be maintained, including departure and return times, destinations and purposes, and passengers' names.
19. Ensures that the Group Home staff maintain proper documentation in accordance with DSAMH requirements. Documentation must always be available to the Care Manager for monitoring on an ongoing basis.
20. If the Group Home staff believes a change in tier or level of care is needed based on their assessment of a resident's status and progress, they will ensure that the Care Manager is notified to perform a reassessment to reevaluate the level of care.
21. Comply with all stipulations of the DSAMH Group Home Discharge Policy, including discharge requirements, documentation, notification, emergency discharges, voluntary discharges, incarceration, short-term transfers, transfers between Group Homes, and consultation with DSAMH.
22. While the configurations of Group Homes will vary based on building structures and locations, here are the following basic requirements for all settings (see Title 16 Health & Social Service, Delaware Administrative Code, 3305 for more details):
  - a. Each Group Home residence must meet required Delaware Housing code requirements.
  - b. It is preferred that each resident have their own bedroom furnished with one bed, one dresser drawer, and bed linens and pillow. No more than two residents may occupy any one room.
  - c. Individual lock boxes for medication storage and safety.
  - d. Furnished kitchen with table, chairs and required appliances: oven/stove, refrigerator, and microwave.
  - e. Living room space furnished with sofa, chairs, and basic cable-equipped television.
  - f. Accessible bathroom.
  - g. Basic cable plan and courtesy phone provided by the Group Home provider.
  - h. Washer/dryer preferred on premises. If not, weekly scheduled trips to the laundromat to support residents' access to laundry services.
  - i. A locked file cabinet that contains an up-to-date medical history card and medical alerts, if required, including primary care physician, additional clinical provider information, and emergency contact for each resident. May also include advance directive, if resident has one.
  - j. Residents may display or decorate rooms to their preference. Group Home staff members may support or supervise proper installation of any objects requiring wall mounting and/or limit activity if it poses safety hazard or undue damage to property.
  - k. Group Home providers are encouraged to include residents in selecting decorative items for shared areas of household.
23. The Bidder will ensure close communication and coordination among the Group Home staff members, clinical team members, PROMISE Care Manager, and resident to tailor

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supervision and services appropriately and empower the resident to achieve the highest possible level of independent living. Formal and informal processes for collaboration will be devised and routinely implemented. Those processes will be regularly reviewed to determine their effectiveness for optimal coordination of care. The PROMISE Recovery Plan will guide the support and treatment activities of all parties.

**C. Staffing**

**Tier 3 Staffing**

DHSS may require a modified staffing pattern based on extenuating circumstances or resident need. The service provider shall designate a Clinician or Associate Clinician to be the Primary Clinician. Each beneficiary will have a treatment plan developed by the Group Home within 30 days of admission and updated every six (6) months.

The service provider shall maintain the following staffing pattern (of which rates are set to support):

Staff Type	<= 5 clients FTEs	>=6 clients FTEs	Coverage Requirements	Comments
Residential Service Assistant (RSA) or Certified Nursing Assistant (CNA)	2.0	3.0		RSA/CNA (high school diploma or equivalent).
Mental Health Clinicians-see below for breakdown of staff for Residence manager; Psychiatrist, bachelor's level Behavioral health staff, and RN	4.98	8.9	<p><b>For up to 5 clients:</b> 8 am to 10 pm= A minimum of one (1) Clinician or Associate Clinician, with sufficient training to assist residents with routine medical needs, including the administrations of medications, and to conduct basic assessment of the need for urgent, emergent or acute medical services, shall be on duty and on site</p> <p><b>For any number of clients:</b> At all other times= At all other times, a minimum of one (1) Clinician or Associate Clinician shall be on duty and on site whenever any residents are present in the home.</p> <p><b>At all times,</b> at least one (1) Clinician or Associate Clinician, shall be available on call.</p>	Clinicians (PhD, master's level, RN with certification in mental health, or bachelor's level + five (5) years mental health and two (2) years residential).

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Staff Type	<= 5 clients FTEs	>=6 clients FTEs	Coverage Requirements	Comments
Residence Manager	1.0	1.0		Must be a Clinician
Psychiatrist	0.08	0.15	The Psychiatrist shall visit the Group Home at least once a week and spend a minimum of one-half hour per resident per month providing direct services to residents on site, participating in the assessment of residents' needs, planning service provision, and providing supervision/consultation to other program staff. The Psychiatrist shall evaluate each resident's medications at least every two (2) weeks.	
Bachelors level behavioral health staff	3.0	5.0		Associate Clinicians (bachelor's level or RN).
Nursing RN LPN	0.5 0.4	1.0 0.4	<p>A RN or LPN may administer medications, including injections. Residents shall take medications under direct supervision of a qualified staff member per treatment plan.</p> <p>If there is not an RN on duty, the Group Home shall train staff to ensure that one (1) or more members on duty has knowledge of first aid, including CPR and other care.</p> <p>One (1) Nurse on duty at least eight (8) hours a day at primary times when medications are dispensed (breakfast and dinner). An RN is on call at all other times.</p> <p>A RN or LPN may administer medications, including injections. Residents shall take medications under direct supervision of a</p>	

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Staff Type	<= 5 clients FTEs	>=6 clients FTEs	Coverage Requirements	Comments
			qualified staff member per treatment plan.	
Total	6.98	10.55		

**Tier 3 Group Homes must also provide:**

1. Supervision from onsite staff members to ensure safety from harm as determined by an assessment.
2. Intermittent skilled care of a Licensed Professional or Paraprofessional throughout the day for medical diagnosis or medical treatment.
3. Ongoing management of residents with one or more behaviors of a disruptive or **destructive nature that prevent or interfere with that resident's inclusion in home and family life or community life**, AND/OR
4. Providing hands-on assistance or cueing with residents who have difficulties with at least two ADLs and periodic assistance throughout a day with at least three ADLs, OR
5. Providing complete assistance with residents who have difficulties with at least four IADLs.
6. Staffing patterns for day and night shifts, the roles and service requirements of clinical team members, and requirements for treatment assessment and planning are detailed in the PROMISE manual (pages 28-29).

**Tier 4 Staffing**

DHSS may require a modified staffing pattern based on extenuating circumstances or resident need. The service provider shall designate a Clinician or Associate Clinician to be the Primary Clinician. Each beneficiary will have a treatment plan developed by the Group Home within 30 days of admission and updated every six (6) months.

The service provider shall maintain the following staffing pattern (of which Rates are set to support):

Staff Type	<=5 clients FTEs	>=6 clients FTEs	Coverage Requirements	Comments
Residential Service Assistant (RSA) or Certified Nursing Assistant (CNA)	2.5	3.0		RSA/CNA (high school diploma or equivalent).

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Staff Type	<=5 clients FTEs	>=6 clients FTEs	Coverage Requirements	Comments
Mental Health Clinicians-see below for breakdown of staff for Residence manager; Psychiatrist, bachelor's level behavioral health staff, and RN	7.08	8.9	<p><b>For up to 5 clients:</b> 8 am to 10 pm= A minimum of two (2) Clinicians or Associate Clinicians, with sufficient training to assist residents with routine medical needs, including the administrations of medications, and to conduct basic assessment of the need for urgent, emergent or acute medical services, shall be on duty and on site</p> <p><b>&gt;=5 clients, FTEs</b> At all other times= At all other times, a minimum of one (1) Clinician or Associate Clinician shall be on duty and on site whenever any residents are present in the home.</p>	Clinicians (PhD, master's level, RN with certification in mental health, or bachelor's level + five (5) years mental health and two (2) years residential).
Residence Manager	1.0	1.0		Must be a Clinician
Psychiatrist	0.08	0.15	The Psychiatrist shall visit the Group Home at least once a week and spend a minimum of one-half hour per resident per month providing direct services to residents on site, participating in the assessment of residents' needs, planning service provision, and providing supervision/consultation to other program staff. The Psychiatrist shall evaluate each resident's medications at least every two (2) weeks.	
Bachelor's level behavioral health staff	4.5	5.0		Associate Clinicians (bachelor's level or RN).
Nursing			A RN or LPN may administer medications,	

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Staff Type	<=5 clients FTEs	>=6 clients FTEs	Coverage Requirements	Comments
RN	0.5	1.0	<p>including injections. Residents shall take medications under direct supervision of a qualified staff member per treatment plan.</p> <p>If there is not an RN on duty, the Group Home shall train staff to ensure that one (1) or more members on duty has knowledge of first aid, including CPR and other care.</p> <p>One (1) Nurse on duty at least eight (8) hours a day at primary times when medications are dispensed (breakfast and dinner). An RN is on call at all other times.</p>	
LPN	0.4	0.4		
Total	8.98	10.55		

**Tier 4 Group Homes must also provide:**

1. Extensive support and capacity for round-the-clock supervision, as determined by an assessment or clinical determination of need for continuous supervision, due to a significant risk for recent or ongoing occurrences of behavior in which the resident is a threat to self or others.
2. Staffing patterns, including FTEs, for day and night shifts, the roles and service requirements of the clinical team members, and requirements for treatment assessment and planning are detailed in the PROMISE manual (pages 30-31).

**Tier 5 Group Homes must provide:**

1. PLUS Long-Term Care (LTC) MCO Manager and the PROMISE Care Manager will develop a combined PLUS service care plan and PROMISE Recovery Plan with the resident to meet extraordinary physical health needs.
2. PLUS LTC can reimburse for extraordinary needs. Tier 5 beneficiaries are eligible for Nursing Facility level of care in the community. DSAMH pays the Tier 4 rate and then the PLUS LTC develops a PLUS service care plan under the PLUS LTC program to provide additional supports under the PLUS program necessary to maintain a beneficiary meeting the Nursing Facility level of care outside of the Nursing Facility.

#### **D. Performance Improvement and Quality Outcomes**

The Contractor shall develop internal performance and outcome measures to evaluate program effectiveness and identify areas where improvement is needed, which shall be reviewed and approved by DSAMH. DSAMH will also evaluate program effectiveness utilizing the following measures:

##### **Monthly Reporting**

The Contractor will be expected to submit reports on a monthly basis to include the following information:

- Emergency department visits (psychiatric and medical)
- Inpatient admissions (psychiatric and medical)
- Total number of inpatient days (psychiatric and medical)
- Percentage of shifts with adequate vs inadequate staffing
- Percentage having seen a PCP in the past 12 months
- Percentage adherent with medication
- Percentage engaged in routine off-site activity
- Percentage with no ED or inpatient admissions during the month

Monthly reports are expected to be submitted by the 10<sup>th</sup> of the following month, utilizing a provided Excel spreadsheet. Additional information may be added at the discretion of DSAMH to be included in the monthly report.

##### **PROMISE Chart Reviews**

Chart reviews will be conducted by PROMISE Care Managers on a bi-annual basis. It is initially expected that 85% of charts are deficiency-free, with this percentage increasing with each contract period. Deficiency-free means that all of the below documentation is present in charts for the timeframe reviewed (previous six months) during the review.

- Current treatment plan that addresses all of the resident's recovery goals.
- Evidence of ADLs being supported via documentation in progress notes.
- Documentation to demonstrate that clients' medical needs are being addressed.
- Documentation to indicate that a client's eligibility for Medicaid/LTSS has been reviewed in the past 12 months and applications submitted as appropriate.

##### **Continuous Quality Improvement**

Contractors must submit a corrective action plan within 30 days of DSAMH identifying performance gaps, with quarterly progress updates.

##### **HCBS Reviews**

In order to comply with Federal HCBS rules, Contractors will be expected to conduct self-assessments which will be submitted to DSAMH annually. PROMISE Care Managers will also conduct monthly reviews of each Group Home to assess for the following related to HCBS rules:

- Evidence of community integration, including outings, activities brought into the residence, and ability to participate in employment or voluntary activities
- Accessibility of the residence, both in terms of the ability to move freely through the residence as well as allowing access to the community at large
- Demonstrating respect for individual privacy, including locks on bedroom/bathroom doors, space to store private belongings, and space for private/personal conversations.

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- Clearly posted processes for submitting complaints/grievances or making suggestions.
- Allowing choice regarding when, where, and what each individual eats, including the ability to eat outside of regularly posted meal/snack times.
- Allowing for interaction with visitors, both in the residence and in the community.
- Ensuring there are no policies/procedures posted that restrict the rights of the residents.

Deficiencies identified during HCBS reviews must be corrected within 30 days, with follow-up verification by DSAMH.

### **Consumer Reporting Form (CRF) Data Submission Requirements**

All Contracted Providers are required to submit CRF data for all publicly funded clients served. This includes all Medicaid, Medicare, and DSAMH-funded clients. Performance outcomes will be measured through submission of the Consumer Reporting Form (CRF).

DSAMH's Research & Evaluation (RE) Unit maintains all CRF submission information and requirements at <http://dhss.delaware.gov/dhss/dsamh/cpfrms.html>. The Division reserves the right to update the website at its discretion and will notify the Contractor of any changes. Contractors are responsible for complying with all updates and changes.

The Contractor shall implement policies and procedures to ensure the complete, accurate, and timely submission of CRF data for all services for which the Contractor has incurred any financial liability, whether directly or through subcontracts or other arrangements. CRF data shall include all data elements specified in DSAMH's most recent reporting requirements and must meet applicable deadlines and formatting specifications.

CRF data must be collected in real time at the time of client admission and discharge within the Delaware Treatment and Referral Network (DTRN) 360 system. Contractors using DTRN360 are expected to ensure their staff enter CRF data directly at the point of service to meet real-time data collection standards.

Contractors who submit CRF data electronically through an integrated Electronic Health Record (EHR) system must transition to a daily submission cadence. This daily submission must capture all client admissions, discharges, and demographic or clinical changes that occurred during that day. Contractors using electronic methods who are unable to meet the daily reporting requirement will be required to transition their staff to DTRN360 for real-time CRF data collection.

DSAMH RE will review CRF submissions daily and will notify Contractors of any incomplete or inaccurate records. Contractors will have three (3) business days from the date of notification to respond with corrected data or documentation confirming that the requested changes have been made. Contractors may request an extension in writing to investigate and resolve the identified discrepancies. Extension requests will be reviewed and may be granted at the discretion of DSAMH RE.

Contractors utilizing an Electronic Health Record system will be provided with ninety (90) days' advance notice of any future changes to required data collection. This is to allow Contractors

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adequate time to coordinate with internal and external system vendors and implement necessary changes.

**DTRN/DTRN360**

Contractors will be expected to utilize DTRN for referrals and DTRN360 for care coordination and submission of CRFs.

**Appendix B Technical Response Requirements**

Bidder's responses to the question below must describe how it will assist residents in improving their quality of life and achieving their personal goals in a community setting. Bidders should ensure that all proposed solutions are consistent with [DSAMH006 Housing Policy](#), the additional policies found in Appendix C, and applicable regulations, standards, procedures, and best practices and include a continuum of housing step-down approaches.

**A. Experience and Reputation**

These criteria include questions which ascertain the qualifications and experience of the organization and persons to be assigned to the project. There is no page limit for the questions in this criterion.

1. Complete and attach the Business References found in Attachment 5.
2. Complete and attach the List of Contracts in the State of Delaware Form found in Attachment 9.
3. Identify by location and describe the Bidder's qualifications and experience providing Group Home services and comprehensive care management in line with those set forth by the Scope of Work outlined in this Appendix.
4. Provide two staffing organization charts as follows:
  - a. Chart one depicting the organization as a whole and how the proposed services fit in the overall organizational/agency structure (may be more than one page).
  - b. Chart two depicting each of the individual services being proposed showing staffing (job function/title and name)
5. Provide current staff resumes for each staff member submitted with the proposal response, including Designation of a project manager as the primary point of contact with DSAMH.
6. Describe Bidder's screening and hiring procedures including guidelines to be used in staff screening and hiring procedures. Measures adequate to screen job applicants to determine history of patient/resident abuse/neglect (must comply with 29 Del. C. Section 708 and 11 Del. C. Section 8564) must be described.
7. Describe Bidder's staff training/orientation and development. A staff training and/or orientation plan must be submitted within 60 days of Notice of Award applicable to all staff who will be assigned to the program. The plan must be updated annually. Please outline planned training, orientation and development activities. The training must also include mandatory PROMISE trainings as approved by the Division.

Note: The Department reserves the right to amend any contracts resulting from this RFP to require specific staff training.

8. Describe staff qualifications and experience working with individuals with serious mental illness and/or substance use disorders in a Group Home setting in Bidder's design.
9. Describe Bidder's experience and strategies for assisting residents engaged in

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vocational/employment pursuits.

10. Provide any measurable outcomes experienced with similar populations and include the elements in your program design that have contributed to positive outcome results.
11. Describe the Bidder's experience with any past or current partnerships proposed with other providers.

**B. Expertise**

This criterion includes questions which establish an understanding of the Bidder's familiarity and experience creating and running similar projects, including the ability to perform the work in a timely manner, company oversight and on-going project support and maintenance. There is no page limit for the questions in this section:

1. Describe any challenges Bidder has experienced providing recovery-oriented Group Home services in line with the Scope of Work outlined in this Appendix, and what you did to overcome any obstacles. Describe any improvements in your model design over the past three years and the reason for those changes.
2. Provide Bidder's comprehensive approach and staff qualifications in providing Group Home services. As part of this approach include information about:
  - a. Bidder's care management processes for ensuring individuals will be assessed for need, and receive support to develop skills to live independently and safely in the community;
  - b. Bidder's care management processes for coordination of physical and behavioral health services including connections to providers (e.g. primary care) with a goal of establishing long-term relationships with those providers; include any current contracts and/or partnerships with primary health care providers (Federally Qualified Health Centers (FQHCs), county health departments, primary care practices);
  - c. Bidder's care management processes continuity of care such as ensuring individuals will to receive their medications to meet all of their healthcare needs (both psychiatric and medical).
  - d. Bidder's care coordination processes including navigation of health systems and establish an ongoing relationship with primary care providers/patient-centered medical homes. Bidder should describe systems coordinating or providing transportation to and from medical appointments and support services. Bidder will also outline process facilitating patient follow up for medical appointments and accompanying the patient to medical appointments when necessary. Bidders will describe how communication occurs between internal staff and outside providers to follow up on any changes in patient care plans.
3. Please include a formal Quality Improvement Plan for identifying, evaluating, and correcting deficiencies in the quality and quantity of services proposed under the scope of work. The Quality Improvement plan shall include proposed performance targets; how these will be evaluated, tracked and reported; and include an understanding that DSAMH will be involved in setting up these performance targets. The requirement contained in this paragraph is an essential and material term for procurement of services.
4. Describe Bidder's ability to comply with reporting requirements. These include, but are not limited to:
  - a. Collection of statistical data as requested.
  - b. Detail-level invoicing with person level data in prescribed format.

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- c. Compliance with future claims submissions and billing to be created by DSAMH.
- d. Reporting of Outcome Measures.
- e. Approach for timely collecting, tracking and reporting Provider-derived performance measures.
- f. Adhere to the Consumer Reporting Form (CRF) data submission requirements.
- g. Approach to identifying any barriers to outcome or performance measures.

**C. Capacity to Meet Requirements**

This criterion includes questions which determine the ability for the Bidder to serve individuals with behavioral health disorders, including staff capacity, number of beds, service areas, and staff-to-resident ratio. There is no page limit for the questions in this criterion.

1. Describe the of services to be provided for individuals with behavioral health needs, including the target service area (Sussex County) and the number of beds.
2. Provide staff qualifications and staff-to-resident ratios by level of staff.
3. If not an already established Group Home, provide an Implementation Work Plan in chart format with dates, tasks and resources necessary to meet the requirements for Group Home services outlined in this RFP. This Implementation Work Plan should clearly indicate timelines for completion of each activity. The plan must cover start up through program implementation activities, including hiring of key staff. The Work Plan should:
  - a. indicate which services Bidder already provides and detail any necessary modifications, planned changes to increase or decrease resident capacity, and/or re-location of existing services (if applicable),
  - b. specify timeframes for adding new services and/or new service locations,
  - c. specify timeframes for establishing service operations, hiring staff, training staff, and the delivery of treatment.

Task	Milestone Activity (Short description)	Start	Target Completion Date
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

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**D. Soundness of Approach**

This criterion includes questions which evaluate the Bidder's approach to providing Group Home services to individuals with SPMI by utilizing evidence-based practices, demonstrating knowledge of HCBS rules and how they will be implemented within the program, and documenting services which fully support beneficiaries requiring Group Home level of care. Responses should be limited to 25 pages for all the questions in this criterion.

1. Please provide describe your service model including details about the proposed evidence-based practices to provide Group Home level of care. The Bidder should demonstrate a mechanism for ensuring fidelity to the specific evidence-based practice models employed.
2. Describe your understanding of the HCBS rule and how you will meet all of the requirements outlined in this rule.
3. Describe how you would manage a beneficiary in crisis, including de-escalation techniques utilized by GH staff and how your Mental Health Screener(s) would manage a client requiring involuntary hospitalization. Also describe how you would manage a beneficiary on Outpatient Treatment Over Objection (OTOO).
4. Please describe a simulation of how you would manage the following beneficiaries:
  - a. An individual with co-occurring SPMI/SUD
  - b. An individual with significant medical needs
  - c. An individual with aggressive behaviors
  - d. An individual who frequently seeks inpatient admission, including how you would coordinate with facilities
5. Describe how you will assess the effectiveness of the services on an ongoing basis.
6. Describe your planned protocol for the availability and administration of naloxone (Narcan) in the event of an emergency situation involving narcotic overdose. This also includes a plan for educating staff, patients and their families.
7. Describe how you will ensure access to services for patients currently receiving FDA approved medication(s) for behavioral health needs, including but not limited to Medication for Addiction Treatment (MAT) for Opioid Use Disorder.
8. Please highlight innovations with your model and explain how they will help to connect individuals with services in the full continuum of care.
9. Describe how accessibility to services is addressed in terms of transportation; American Disabilities Act; and sensitivity to the education; ethnic and cultural needs of the community. The Provider must demonstrate that they have access to the requisite language resources for individuals assigned to their program who do not speak English.
10. Confirm that services will be performed in compliance with the American Disabilities Act.

**E. Sustainability**

This criterion examines the evidence provided which describes how the Bidder will support long-term sustainability of the organization and model proposed by reviewing income projections substantiated by prior project management of similar scope and content. Responses should be limited to one (1) page for the question in this criterion, excluding Appendix D and attached letters of support and emergency/disaster plan.

1. Describe the plan for long term sustainability of the proposed model.
2. Complete Appendix D related to organization's financial stability.

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3. Attach letters of support from organizations which are external to the Bidder and which acknowledge or indicate a long-term investment, commitment, or partnership (optional).
4. Attach an emergency response/disaster plan.

**Applicable links**

- [DSAMH PROMISE Reimbursement Manual](#)
- [Regulations – Delaware Health and Social Services – State of Delaware – Health Care Quality](#)
- [Delaware Regulations - Administrative Code 3305  
DSAMH Contracted Provider Policies and DSAMH Interpretative Guidelines – Delaware Health and Social Services – State of Delaware – Division of Substance Abuse and Mental Health](#)

***Digital Accessibility Requirements***

*“All deliverables produced under any resulting contract must comply with applicable federal and state digital accessibility laws, regulations, and policies in effect at the time of delivery, including Section 508 of the Rehabilitation Act and the current adopted version of the Web Content Accessibility Guidelines (WCAG) Level AA.*

*Accessibility must be incorporated into the creation of all documents, electronic content, software, websites, and other work products. Deliverables that do not meet applicable accessibility requirements may be rejected, and the Contractor shall remediate any deficiencies at no additional cost to the State.*

*Failure to comply with these requirements may constitute a material breach of contract.”*

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## **APPENDIX C**

### **REQUIRED FORMS**

Please refer to separate file:  
**“HSS-26-028A – AppC–Vendor Frms.xlsx”**

- **Vendor Information Sheet (Attachment 2)**
- **Non-Collusion Statement (Attachment 3)**
- **Exceptions Form (Attachment 4)**
- **Confidential Information Form (Attachment 5)**
- **Business References (Attachment 6)**
- **Subcontractor Form, (Attachment 7), if applicable**

## **APPENDIX D**

### **Templates/Sample Agreements**

These **Templates/Sample Agreements** will be used to negotiate the final version of the Contract between Vendor and the State of Delaware.

**These are ONLY Samples and as Placeholders**

Please refer to separate file:  
“HSS-26-028A - AppD–Templates-PSA, BAA and DTI T&Cs.docx”

- **Professional Service Agreement**
- **Business Associate Agreement**
- **DTI Terms & Conditions**