



**CALIFORNIA MULTIPLE AWARDS SCHEDULE**  
**CALIFORNIA PRISON HEALTH CARE SERVICES**  
**BUSINESS CONSULTING SERVICES**

**STATE OF CALIFORNIA**  
**DEPARTMENT OF CORRECTIONS AND REHABILITATION**

**REQUEST FOR OFFER**

**INFORMATION TECHNOLOGY (IT) CONSULTING**  
**LEVERAGED PROCUREMENT AGREEMENT (CMAS)**  
**MICROSOFT CUSTOMER RELATIONSHIP MANAGEMENT (CRM) CONSULTING**  
**RFO #10-001-ITS**

January 20, 2010

The California Department of Corrections and Rehabilitation (CDCR), California Prison Health Care Services (CPHCS), is requesting offers for Information Technology (IT) Consultant Services (i.e., Microsoft Customer Relationship Management [CRM] Consultant) to support CPHCS' inmate-patient health care appeals process. The Consultant will report to CPHCS' Deputy Chief Information Officer (DCIO), Clinical Applications, or designee(s). In submitting an offer vendor must comply with the instructions found herein.

The term of the proposed Agreement is targeted for March 1, 2010 through February 28, 2011. CPHCS reserves the option to extend the Agreement for two (2) additional one-year terms at the same rate of award and/or to add additional funds up to the maximum CMAS threshold. The contract award is subject to availability of funds approved for this purpose.

All offers must be signed by an authorized officer of the company or firm who has legal and binding authority. By submitting an offer, your firm agrees to the terms and conditions stated in this Request for Offer and in accordance with your authorized Leveraged Procurement Agreement (i.e., California Multiple Award Schedule [CMAS] contract).

**Offers are due by 4:00 p.m., Thursday, February 4, 2010. Responses and any required copies must be submitted by electronic mail and clearly labeled to the department contact noted below.**

**Department Contact:**

California Department of Corrections and Rehabilitation  
Attention: CYNTHIA BASA-PINZON  
P.O. Box 4038  
Sacramento, CA 95812-4038  
(916) 324-8045  
[Cynthia.Basa-Pinzon@cdcr.ca.gov](mailto:Cynthia.Basa-Pinzon@cdcr.ca.gov)

## RESPONSE GUIDELINES

This RFO, Offeror's response, the CMAS General Provisions – Information Technology (GSPD 401IT, effective January 2010), and applicable CMAS IT Special Provisions will be made part of the ordering department's Purchase Order and/or procurement contract file.

Offers must be submitted electronically to the Department Contact's email address, listed above. The delivery of any offer via the U.S. mail, private delivery service, and/or by personal service shall not be accepted by the CPHCS, unless otherwise specified herein. In the event of such delivery, the CPHCS shall consider Offeror's response as unresponsive. CPHCS is not responsible for any email loss and/or failure to receive an Offeror's response.

Offers submitted in response to this RFO must include all of the following information:

1. Cover letter signed by the authorized officer of the company or firm who has legal and binding authority;
2. Company name, mailing address, telephone and facsimile numbers;
3. Name, telephone number, and electronic mail (i.e., e-mail) address of vendor contact person;
4. Submission date of Offer;
5. A copy of Offeror's CMAS contract that includes the California Department of General Services (DGS) logo, CMAS contract number, term and DGS' signature approval;
6. Copy of Liability Insurance Certificate;

Offeror must provide CPHCS with a Certificate of Insurance showing that there is liability insurance currently in effect for Offeror of not less than \$1,000,000, per occurrence, for bodily injury and property damage liability combined. If awarded, the Certificate of Insurance must be submitted prior to execution of Agreement and include the following provisions:

- a. The insurer will not cancel the insured's coverage without 30-days prior written notice to the State; and
- b. The State of California is included as additional insured.

7. Proof of Worker's Compensation Insurance;

Offeror shall provide CPHCS with a Certificate of Insurance showing that there is current workers' compensation insurance coverage for its employees who will be engaged in performance of the requested services. The Certificate of Insurance must include provision that the insurer will not cancel the insured's coverage without 30-days prior written notice to the State.

8. Completed Rate Sheet (Exhibit B-1);

Exhibit B-1 (Rate Sheet) must provide: 1) job description or service type/consultant classification; 2) number of hours per type/classification; 3) hourly rate per type/classification; 4) total cost; and 5) consultant name(s). The ensuing Agreement will be invoiced and reimbursed on a-time-and-materials-basis.

**Any modifications to SOW of the ensuing Agreement will be defined, documented and mutually agreed upon by Contractor and CPHCS' Deputy Chief Information Officer (DCIO), Clinical Applications, or designee, and will be paid at consultant's hourly rate shown on Exhibit B-1 (Rate Sheet).**

9. Offeror Declaration Form (GSPD-05-105) – (Attachment A);

Offerors must complete the Offeror Declaration and include it with response. When completing the declaration, Offerors must identify all subcontractors proposed for participation in the contract. Offerors awarded a contract are contractually obligated to use the subcontractors for the requested services (i.e., a commercially useful function) unless CPHCS agrees to a substitution via amendment to the contract.

- At CPHCS' option prior to award, contractors maybe required to submit additional written clarifying information (e.g., STD. 843 – Disabled Veteran Business Enterprise Declaration, etc.). Failure to submit the requested information as specified may be grounds for bid rejection.

10. Contractor's Small Business and/or Disabled Veteran's Business Enterprise Certification, if applicable;

11. Completed Payee Data Record (STD 204) - (Attachment B);

12. A description of proposed candidate's expertise and experience in performing IT consultant services as requested in Exhibit A (Statement of Work);

13. Resume(s) of each proposed candidate must include: a) all relevant work experience; b) a start and end date of each job cited; and c) consultant's qualifications and experience(s) in performing IT Consulting services;

14. A description of Offeror's expertise and experience (e.g., total years in business, etc.) performing IT consultant services as requested in Exhibit A (Statement of Work);

15. Three (3) customer references for proposed candidates to verify engagement(s) similar in scope as requested in Exhibit A (Statement of Work). Include a brief narrative of project description and candidate's role for each reference provided. Customer references will be used to verify information provided by Offeror and/or consultant for selection purposes;

16. Copies of pertinent certifications, if applicable, for the technical service requirements described in Exhibit A (Statement of Work); and

17. A detailed description of contractor's approach for completing the services requested in Exhibit A (Statement of Work), Section C (Scope of Services) including, but not limited to, the functions, roles, and responsibilities of the proposed candidate(s).

18. Other Requirements:

Offeror's proposed staff will be required to complete the following documents prior to execution of Agreement:

**Do not submit the following with your response.**

a. Contractor Confidentiality Statement (Attachment C):

The Political Reform Act of 1974 (Government Code Sections 81000-91015) requires consultants to file a Contractor Confidentiality Statement certifying no personal or financial interest with CPHCS' Information Technology (IT) activities and agreeing to keep all information concerning the project confidential.

b. Non-Disclosure Agreement (Attachment D)

c. Statement of Economic Interests (Form 700) - (Attachment E)

Interested Offerors may submit questions and/or requests for clarification, via e-mail, to [Cynthia.Basa-Pinzon@cdcr.ca.gov](mailto:Cynthia.Basa-Pinzon@cdcr.ca.gov). CDCR responses to Offeror questions that provide new or additional information will be provided to all Offerors.

**KEY DATES**

<b>Event</b>	<b>Date</b>	<b>Time</b>
Release of Request for Offer	01/20/2010	
Questions or Clarifications Submittal (latest date)	01/28/2010	4:00 p.m.
Offer Response Submission Due Date	02/04/2010	4:00 p.m.
Comparison of Offers and Interview(s), if warranted.	02/09/2010 to 02/11/2010	
Best Value Determination – Selection of Vendor	02/16/2010	4:00 p.m.
Proposed Contract Start Date <sup>1</sup>	03/01/2010	

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<sup>1</sup> Date subject to change.

## SELECTION PROCESS

All offers will be reviewed for responsiveness to requirements of the RFO. If a response is missing required information, it may be deemed non-responsive. Responsive offers will be scored on the “Best Value” criteria listed below. Further review is subject to CDCR’s discretion.

<b>Best Value Criteria</b>	
<b>Technical Criteria</b>	<b>40 Points</b>
<ul style="list-style-type: none"> <li>• Minimum three (3) years software development experience using Microsoft development tools;</li> </ul>	0-05
<ul style="list-style-type: none"> <li>• Minimum one (1) year experience working with Microsoft CRM. Experience must include configuration of Microsoft CRM Entities, Microsoft CRM User Interface Forms, and Microsoft CRM Workflows;</li> </ul>	0-05
<ul style="list-style-type: none"> <li>• Familiarity with industry standard system development lifecycle (SDLC), including accepted testing procedures;</li> </ul>	0-05
<ul style="list-style-type: none"> <li>• Strong understanding of Relational Database concepts;</li> </ul>	0-05
<ul style="list-style-type: none"> <li>• Experience with Microsoft SQL Server Reporting Services;</li> </ul>	0-05
<ul style="list-style-type: none"> <li>• Excellent verbal communication and organizational skills;</li> </ul>	0-05
<ul style="list-style-type: none"> <li>• Excellent problem solving skills, and ability to work independently and as part of a team; and</li> </ul>	0-05
<ul style="list-style-type: none"> <li>• Work experience performing excellent customer service.</li> </ul>	0-05
<b>Administrative Criteria:</b>	<b>30 Points</b>
<ul style="list-style-type: none"> <li>• Completeness of response package;</li> </ul>	0-10
<ul style="list-style-type: none"> <li>• Detailed resumes for proposed consultants describing experience levels to perform services requested in the Statement of Work; and</li> </ul>	0-10
<ul style="list-style-type: none"> <li>• References for consultant(s).</li> </ul>	0-10
<b>Cost:</b>	<b>30 Points</b>
<ul style="list-style-type: none"> <li>• Lowest cost proposal will receive full cost points and each proposal with higher cost will receive percentage of total points.</li> </ul>	0-30

CPHCS reserves the right to reject any and all offers, and reissue this RFO. In the event CPHCS determines that requested services would be best served by awarding of multiple agreements for this RFO, CPHCS reserves the right to make this determination and negotiate with Offerors having “best value” to award more than one company and/or firm. The awarded Contractor will be required to provide services at the rate offered in the Rate Sheet (Exhibit B-1), which under no circumstances may exceed their authorized CMAS rate(s).

### EXHIBITS AND ATTACHMENTS:

- Exhibit A Statement of Work
- Exhibit B Budget Detail and Payment Provisions
- Exhibit B-1 Rate Sheet
- Exhibit C CPHCS Special Provisions
- Attachment A Offeror Declaration Form (GSPD-05-105)
- Attachment B Payee Data Record (STD 204)
- Attachment C Contractor Confidentiality Statement
- Attachment D Non-Disclosure Agreement
- Attachment E Statement of Economic Interests (Form 700)

## **EXHIBIT A STATEMENT OF WORK**

### **A. BACKGROUND AND PURPOSE**

The California Prison Health Care Receivership Corporation is a non-profit organization created to house activities of the Federal Receiver. United States District Court Judge, Thelton E. Henderson, established the Receivership as the result of a 2001 class action lawsuit (Plata v. Schwarzenegger) brought against the State of California over the quality of medical care in the State's prison system.

All activities of the Receivership have one common purpose: to create a collaborative environment where custody and health care staff improve upon the quality of medical services in California prisons in order to meet constitutional standards while reducing avoidable morbidity and mortality. One aspect aimed at improving inmates' access to health care is the implementation of quality improvement programs throughout the prison health care system.

Although a statewide tracking system for health care-related investigations of misconduct by health care and correctional staff is operational, CDCR lacks a coordinated system for tracking and responding to inmate-patient complaints involving access to care. Absent such a system, complaints about access are at risk of being misplaced or mishandled.

To address disputes that can arise in individual cases, the Receiver has piloted a Medical Oversight Unit to: a) improve inmate-patient safety by identifying and addressing misconduct among staff in CDCR's medical care system; b) reduce potential lawsuits by addressing misconduct in a thorough, timely and judicious manner; and c) increase success of appropriate employee discipline, number of overall appeals, enhance settlement prospects, and reduce civil litigation. The Receiver is also establishing a health care appeals process by consolidating management of all appeals, correspondence and health care-related habeas corpus petitions.

The Medical Oversight Unit has inherited a legacy Healthcare Appeals Management System, which has the following limitations: 1) data cannot be electronically consolidated for statewide reporting; 2) inability to assess workflow efficiency of the appeals processes and staff; and 3) system uses an older version of Microsoft Access that is on the verge of total collapse. These limitations result in varying methods of operation and severely hamper CDCR's ability to provide statewide court mandated appeals information.

The CDCR has an enterprise license for Microsoft Dynamic Customer Relationship Management (CRM), which is to be used as a Commercial Off-The-Shelf (COTS) framework for development of a new system that will enforce appeals processes and procedures, and centrally store appeals documentation. The CPHCS seeks offers from qualified firms to perform Microsoft CRM configuration, development of application support and reports, and implementation of CRM using a standard lifecycle methodology appropriate for COTS.

The selected vendor will report to CPHCS' Deputy Chief Information Officer (DCIO), Clinical Applications or designee.

### **B. CONSULTANT QUALIFICATIONS**

Consultants must meet the Mandatory Qualifications to be considered for award. Consultants will be evaluated on expertise and experience stated in the resume against

the mandatory qualifications. At discretion of CPHCS, interviews may be a part of the selection process.

**Mandatory Qualifications:**

1. Minimum three (3) years software development experience using Microsoft development tools;
2. Minimum one (1) year experience working with Microsoft CRM. Experience must include configuration of Microsoft CRM Entities, Microsoft CRM User Interface Forms, and Microsoft CRM Workflows;
3. Familiarity with industry standard system development lifecycle (SDLC), including accepted testing procedures;
4. Strong understanding of relational database concepts;
5. Experience with Microsoft SQL Server Reporting Services;
6. Excellent verbal communication and organizational skills;
7. Excellent problem solving skills, and ability to work both independently and as part of a team; and
8. Work experience performing excellent customer service.

**Desirable Qualifications:**

1. Experience with Microsoft Access database development;
2. Experience with Microsoft CRM server and client installation;
3. Experience with State processes and control agencies;
4. Experience working for law enforcement and/or health care services agencies;
5. Previous experience working for the offering firm;
6. Knowledge of Agile and Waterfall SDLC methodologies; and
7. Bachelor of Arts or Bachelor of Sciences degree from an accredited educational institution.

**C. CONTRACTOR ROLES AND RESPONSIBILITIES**

The Microsoft CRM Consultant is required to perform all of the following:

1. Configure Microsoft CRM as directed by CPHCS;
2. Perform the following activities relative to Microsoft CRM:
  - a. Configure database entities and relationships per Microsoft CRM development practices;
  - b. Develop client interface forms;
  - c. Set up workflow events per Microsoft CRM development practices; and
  - d. Perform testing per SDLC practices.
3. Develop reports from the CRM database using SQL Reporting Services (SRS);
4. Application Development support:
  - a. Capture application requirements from CPHCS Program staff;
  - b. Design, develop, test, and maintain services created using Microsoft CRM; and

- c. Coordinate code and application development with CPHCS developers.
5. Comply with all applicable State and Agency policies and procedures, including those enumerated in Exhibit C (Special Provisions). By accepting this Agreement, the consultant acknowledges that he/she has read and agrees to the provisions of Exhibit C;
6. Return all State property including security badges, computer laptop, work products, etc., prior to termination of the Agreement;
7. Be tested for Tuberculosis and certified to be free of tuberculosis on the TB Infectious Free Staff Certification in order to gain entrance to the Institutions;
8. Complete a Request for Gate Clearance Form, Application for Identification Card, and/or Emergency Notification form in order to gain entrance to the institutions;
9. Agree to abide by the Digest of Laws Related to Association with Prison Inmates;
10. Submit weekly timesheets to track actual time worked through the Clarity Portfolio Management System (Clarity). The DCIO or designee will endorse these timesheets at the end of every workweek;
11. Oversee resolution of delegated security issues and manage risks escalated; and
12. Perform any other related duties as requested by the DCIO or designee.

#### **D. EVALUATION OF CONTRACTOR**

The DCIO or designee will complete a written evaluation of Contractor's performance under the ensuing Agreement within sixty (60) days following the term end date. The evaluation shall be prepared on the Contract/Contractor Evaluation Form (STD 4) and maintained in the Agreement file for three (3) years. If Contractor's performance is unsatisfactory, a copy of the evaluation shall be sent to the California Department of General Services (DGS), Office of Legal Services (OLS), within five (5) days, and to Contractor within fifteen (15) days, following completion of the evaluation.

"Days" means calendar days unless otherwise specified.

#### **E. CPHCS ROLES AND RESPONSIBILITIES**

1. CPHCS will provide cubicle accommodations at 660 J Street, Sacramento, California or another designated location in the greater Sacramento area. Accommodations may include a desk, telephone, computer hardware, and software necessary for performance of the work.
2. CPHCS will be responsible for monitoring and reviewing of services as invoiced.
3. CPHCS will help resolve and escalate issues within the organization, as necessary.
4. CPHCS may provide Contractor access to applicable files, reports, contracts, documents, and other relevant information.
5. CPHCS will provide staff availability for consultation meetings.
6. Provision of clerical or other support services is strictly at the option of CPHCS. Contractor should assume that CPHCS will not provide any assistance of a clerical nature for documents or telephone support.



**F. PROJECT ASSUMPTIONS AND CONSTRAINTS**

1. For the time in which State employees are furloughed, consultants will work Monday through Thursday, ten-hours per day (i.e., 4/10 work week).
  - a. For non-furlough work weeks, consultant's hours will be consistent with normal State business hours, generally 8:00 a.m. to 5:00 p.m., Monday through Friday, except for State holidays.
2. No overtime pay will be authorized for non-standard work hours.
3. Consultant's work location will be 660 J Street, Sacramento, California, or at another designated location within the greater Sacramento area.
4. Any modifications to SOW of the ensuing Agreement will be defined, documented and mutually agreed upon by Contractor and DCIO or designee.
5. Contractor must submit, in advance, a resume of all personnel substitutions. All Contractor personnel substitutions must be approved by the CPHCS DCIO, or designee, prior to substituted personnel commencing work.
6. CPHCS reserves the right to renegotiate services deemed necessary to meet the needs of the project according to State priorities. The CPHCS and Contractor shall mutually agree to all changes that may require control agency approval prior to commencement of work.
7. Contractor represents that it has, or shall secure at its own expense, all staff to perform services described in the ensuing Agreement.
8. The CPHCS and Contractor are mutually obligated to keep open channels of communications to ensure successful performance of the ensuing Agreement. Both parties are responsible for communicating any potential problem(s) or issue(s) to CPHCS' DCIO and Contractor, respectively, within 48 hours of becoming aware of said problem(s) or issue(s).

**G. PERIOD OF PERFORMANCE**

It is estimated that the ensuing Agreement will begin on or after March 1, 2010, and will last for twelve (12) months. The CPHCS reserves the right to extend the contract for two additional one (1) year terms at the same rate of award and/or to add additional funds up to the maximum CMAS threshold.

At any time during the term of the ensuing Agreement CPHCS, in its sole discretion, may instruct Contractor to limit the amount of time being performed by the assigned consultant.

**H. TERMINATION**

The CPHCS reserves the right to terminate the ensuing Agreement if services are no longer required. Termination provisions in the ensuing Agreement will be subject to the State's General Provisions – IT (GSPD401-IT, effective 04/12/2007).

**I. CPHCS CONTRACT MANAGER**

DEPUTY CHIEF INFORMATION OFFICER, Clinical Applications  
California Prison Health Care Services  
P.O. Box 4038  
Sacramento, California 95812-4038

**EXHIBIT B**  
**BUDGET DETAIL AND PAYMENT PROVISIONS**

**1. INVOICING AND PAYMENT**

For services satisfactorily rendered, and upon receipt and approval of invoices, CPHCS agrees to reimburse Contractor for said services, no more than monthly in arrears and in accordance with Exhibit B-1 (Rate Sheet). Contractor shall provide consultant's timesheet(s) with each invoice specifying work completed by consultant, number of hours performed, and any outstanding issues and/or concerns that need to be addressed. Consultant services shall be billed and reimbursed on a time-and-materials basis.

All invoices shall be submitted with all supporting documentation that properly details all charges, expenses, and direct costs. All invoices submitted by Contractor to CPHCS must identify the Purchase Order and Agreement numbers. Any invoices submitted without the above referenced information may be returned to Contractor for re-processing.

Contractor shall address and submit all invoices to the following:

DEPUTY CHIEF INFORMATION OFFICER, Clinical Applications  
Information Technology Services Division  
California Prison Health Care Services  
P.O. Box 4038  
Sacramento, California 95812-4038

**2. BUDGET CONTINGENCY CLAUSE**

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

**3. PROMPT PAYMENT CLAUSE**

Payment will be made in accordance with, and within the time specified in, Government Code Chapter 4.5, commencing with Section 927. Payment to small/micro businesses shall be made in accordance with and within the time specified in Chapter 4.5, Government Code 927 et seq.

**4. SUBCONTRACTOR**

For all Agreements, with the exception of Interagency Agreements and other governmental entities/auxiliaries that are exempt from bidding, nothing contained in the Agreement, or otherwise, shall create any contractual relation between the State and any subcontractors, and no subcontract shall relieve Contractor of contractor's responsibilities and obligations hereunder. Contractor agrees to be as fully responsible to the State for the acts and

omissions of its subcontractors and of persons either directly or indirectly employed by any of them as it is for the acts and omissions of persons directly employed by the Contractor. The Contractor's obligation to pay its subcontractors is an independent obligation from the State's obligation to make payments to the Contractor. As a result, the State shall have no obligation to pay or to enforce the payment of any moneys to any subcontractor.

## **5. TRAVEL AND MISCELLANEOUS EXPENSES**

Limited travel outside the greater Sacramento metropolitan area may be necessary as CPHCS has correctional institutions and regional offices located throughout the State

Any reimbursable travel and/or other expenses must be approved in advance by CPHCS' DCIO or designee and itemized in Contractor's invoice. Travel reimbursement may not exceed the rates, terms, and conditions that apply to comparable State employees, in accordance with travel rules and regulations, as specified in California Code of Regulations (CCR), Title 2, Division 1, Chapter 3, and/or the California Department of Personnel Administration (DPA), Sections 599.619 through 599.631. Travel expenses shall be submitted on a State of California Travel Expense Claim, Std. 262, and are to be submitted with Contractor's monthly invoice for the applicable time period.

No travel or parking within the Sacramento metropolitan area will be paid. Only approved business travel originating at the CPHCS site may be reimbursed. Travel to and from the consultant's home or business to the primary CPHCS project site is not reimbursable, unless otherwise expressly authorized by CPHCS. For purposes of this RFO, there is no travel budget.

**EXHIBIT B-1  
RATE SHEET**

The contractor hereby agrees to provide all labor and transportation necessary to perform the services required in accordance with the Statement of Work and the Terms and Conditions of the Agreement.

The ensuing Agreement will be invoiced and reimbursed on time-and-materials basis.

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COMPANY NAME:

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STREET ADDRESS:	P.O. BOX:
CITY, STATE AND ZIP CODE:	CITY, STATE AND ZIP CODE:
TELEPHONE NUMBER: (     )	FAX NUMBER: (     )
FEDERAL ID or SOCIAL SECURITY NUMBER:	E-MAIL ADDRESS:

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TAX STATUS     Individual/Sole Proprietor     Estate or Trust     Partnership  
                    Corporation (State in which incorporated \_\_\_\_\_)     Other: \_\_\_\_\_

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PRINT NAME AND TITLE OF AUTHORIZED REPRESENTATIVE

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SIGNATURE OF AUTHORIZED REPRESENTATIVE: \_\_\_\_\_ DATE: \_\_\_\_\_

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Job Description or Service Type / Consultant Classification	Hours	Rate Per Hour	Extended Total	Consultant Name
Microsoft CRM Consultant	2008 <sup>2</sup>			

Subtotal	\$ _____
Estimated Travel Costs	+ \$0.00 _____
Other Itemized Costs (if allowed)	+ \$0.00 _____
<b>Total Costs</b>	<b>\$ _____</b>

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<sup>2</sup> Total annual hours to be performed

**EXHIBIT C**  
**CDCR SPECIAL PROVISIONS**

**1. ACCOUNTING PRINCIPLES**

The Contractor will adhere to generally accepted accounting principles as outlined by the American Institute of Certified Public Accountants. Dual compensation is not allowed; a Contractor cannot receive simultaneous compensation from two or more funding sources for the same services performed even though both funding sources could benefit.

**2. SUBCONTRACTOR/CONSULTANT INFORMATION**

Contractor is required to identify all subcontractors who will perform labor or render services in the performance of the Agreement. Additionally, the Contractor shall notify CPHCS' DCIO, within ten (10) working days, of any changes to the subcontractor and/or consultant information.

**3. EMPLOYMENT OF EX-OFFENDERS**

a. Contractor cannot and will not either directly, or via a subcontracted consultant and/or firm, employ in connection with this Agreement:

- (1) Ex-Offenders on active parole or probation;
- (2) Ex-Offenders at any time if they are required to register as a sex offender pursuant to Penal Code Section 290 or if such ex-offender has an offense history involving a "violent felony" as defined in subparagraph (c) of Penal Code Section 667.5; or
- (3) Any ex-felon in a position which provides direct supervision of parolees.

b. Ex-Offenders who can provide written evidence of having satisfactorily completed parole or probation may be considered for employment by the Contractor subject to the following limitations:

- (1) Contractor shall obtain the prior written approval to employ any such ex-offender from the Authorized Administrator; and
- (2) Any ex-offender whose assigned duties are to involve administrative or policy decision-making; accounting, procurement, cashiering, auditing, or any other business-related administrative function shall be fully bonded to cover any potential loss to the State of California.

**4. LICENSES AND PERMITS**

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

In the event any license(s) and/or permit(s) expire at any time during the term of this Agreement, Contractor agrees to provide the CPHCS with a copy of the renewed license(s) and/or permit(s) within thirty (30) days following the expiration date. In the event the

Contractor fails to keep in effect at all times all required license(s) and permit(s), the State may, in addition to any other remedies it may have, terminate this Agreement upon occurrence of such event.

## **5. CONFLICT OF INTEREST**

The Contractor and their employees shall abide by the provisions of Government Code (GC) Sections 1090, 81000 et seq., 82000 et seq., 87100 et seq., and 87300 et seq., Public Contract Code (PCC) Sections 10335 et seq. and 10410 et seq., California Code of Regulations (CCR), Title 2, Section 18700 et seq. and Title 15, Section 3409, and the Department Operations Manual (DOM) Section 31100 et seq. regarding conflicts of interest.

### **a. Contractors and Their Employees**

Consultant Contractors shall file a Statement of Economic Interests, Fair Political Practices Commission (FPPC) Form 700 prior to commencing services under the Agreement, annually during the life of the Agreement, and within thirty (30) days after the expiration of the Agreement. Other service Contractors and/or certain of their employees may be required to file a Form 700 if so requested by the CDCR or whenever it appears that a conflict of interest may be at issue. Generally, service Contractors (other than consultant Contractors required to file as above) and their employees shall be required to file an FPPC Form 700 if one of the following exists:

- (1) The Agreement service has been identified by the CDCR as one where there is a greater likelihood that a conflict of interest may occur;
- (2) The Contractor and/or Contractor's employee(s), pursuant to the Agreement, makes or influences a governmental decision; or
- (3) The Contractor and/or Contractor's employee(s) serves in a staff capacity with the CDCR and in that capacity participates in making a governmental decision or performs the same or substantially all the same duties for the CDCR that would otherwise be performed by an individual holding a position specified in the CDCR's Conflict of Interest Code.

### **b. Current State Employees**

- (1) No officer or employee shall engage in any employment, activity or enterprise from which the officer or employee receives compensation or has a financial interest and which is sponsored or funded by any state agency, unless the employment, activity or enterprise is required as a condition of regular state employment.
- (2) No officer or employee shall contract on his or her own behalf as an independent Contractor with any state agency to provide goods or services.
- (3) In addition to the above, CDCR officials and employees shall also avoid actions resulting in or creating an appearance of:
  - (a) Using an official position for private gain;
  - (b) Giving preferential treatment to any particular person;

- (c) Losing independence or impartiality;
  - (d) Making a decision outside of official channels; and
  - (e) Affecting adversely the confidence of the public or local officials in the integrity of the program.
- (4) Officers and employees of the Department must not solicit, accept or receive, directly or indirectly, any fee, commission, gratuity or gift from any person or business organization doing or seeking to do business with the State.

**c. Former State Employees**

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

In addition to the above, the Contractor shall avoid any conflict of interest whatsoever with respect to any financial dealings, employment services, or opportunities offered to inmates or parolees. The Contractor shall not itself employ or offer to employ inmates or parolees either directly or indirectly through an affiliated company, person or business unless specifically authorized in writing by the CDCR. In addition, the Contractor shall not (either directly, or indirectly through an affiliated company, person or business) engage in financial dealings with inmates or parolees, except to the extent that such financial dealings create no actual or potential conflict of interest, are available on the same terms to the general public, and have been approved in advance in writing by the CDCR. For the purposes of this paragraph, “affiliated company, person or business” means any company, business, corporation, nonprofit corporation, partnership, limited partnership, sole proprietorship, or other person or business entity of any kind which has any ownership or control interest whatsoever in the Contractor, or which is wholly or partially owned (more than 5% ownership) or controlled (any percentage) by the Contractor or by the Contractor’s owners, officers, principals, directors and/or shareholders, either directly or indirectly. “Affiliated companies, persons or businesses” include, but are not limited to, subsidiary, parent, or sister companies or corporations, and any company, corporation, nonprofit corporation, partnership, limited partnership, sole proprietorship, or other person or business entity of any kind that is wholly or partially owned or controlled, either directly or indirectly, by the Contractor or by the Contractor’s owners, officers, principals, directors and/or shareholders.

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

The Contractor shall have a continuing duty to keep the State timely and fully apprised in writing of any material changes in the Contractor's business structure and/or status. This includes any changes in business form, such as a change from sole proprietorship or partnership into a corporation or vice-versa; any changes in company ownership; any dissolution of the business; any change of the name of the business; any filing in bankruptcy; any revocation of corporate status by the Secretary of State; and any other material changes in the Contractor's business status or structure that could affect the performance of the Contractor's duties under the Agreement.

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

Members of boards and commissions are exempt from this section if they do not receive payment other than payment for each meeting of the board or commission, payment for preparatory time and payment for per diem.

## **6. DISCLOSURE**

Neither the State nor any State employee will be liable to the Contractor or its staff for injuries inflicted by inmates or parolees of the State. The State agrees to disclose to the Contractor any statement(s) known to State staff made by any inmate or parolee which indicates violence may result in any specific situation, and the same responsibility will be shared by the Contractor in disclosing such statement(s) to the State.

## **7. SECURITY CLEARANCE/FINGERPRINTING**

The State reserves the right to conduct fingerprinting and/or security clearance through the California Department of Justice, Bureau of Criminal Identification and Information (BCII), prior to award and at any time during the term of the Agreement, in order to permit Contractor and/or Contractor's employees' access to State premises. The State further reserves the right to terminate the Agreement should a threat to security be determined.

## **8. NOTIFICATION OF PERSONNEL CHANGES**

Contractor must notify the State, in writing, of any changes of those personnel allowed access to State premises for the purpose of providing services under this Agreement. In addition, Contractor must recover and return any State-issued identification card provided to Contractor's employee(s) upon their departure or termination.

## **9. NON ELIGIBLE ALIEN CERTIFICATION**

By signing this Agreement Contractor certifies, under penalty of perjury, that Contractor, if a sole proprietor, is not a nonqualified alien as that term is defined by the United States Code (U.S.C.) Title 8, Chapter 14, Section 1621 et seq.



***The following provisions apply to services provided on departmental and/or institution grounds:***

#### **10. BLOODBORNE PATHOGENS**

Provider shall adhere to California Division of Occupational Safety and Health (CAL-OSHA) regulations and guidelines pertaining to bloodborne pathogens.

#### **11. TUBERCULOSIS (TB) TESTING**

In the event that the services required under this Agreement will be performed within a CDCR institution/parole office/community based program, prior to the performance of contracted duties, Contractors and their employees who are assigned to work with inmates/parolees on a regular basis shall be required to be examined or tested or medically evaluated for TB in an infectious or contagious stage, and at least once a year thereafter or more often as directed by CDCR. Regular contact is defined as having contact with inmates/parolees in confined quarters more than once a week.

Contractors and their employees shall be required to furnish to CDCR, at no cost to CDCR, a form CDCR 7336, "Employee Tuberculin Skin Test (TST) and Evaluation," prior to assuming their contracted duties and annually thereafter, showing that the Contractor and their employees have been examined and found free of TB in an infectious stage. The form CDCR 7336 will be provided by CDCR upon Contractor's request.

#### **12. PRIMARY LAWS, RULES, AND REGULATIONS REGARDING CONDUCT AND ASSOCIATION WITH STATE PRISON INMATES**

Individuals who are not employees of the California Department of Corrections and Rehabilitation (CDCR), but who are working in and around inmates who are incarcerated within California's institutions/facilities or camps, are to be apprised of the laws, rules and regulations governing conduct in associating with prison inmates. The following is a summation of pertinent information when non-departmental employees come in contact with prison inmates.

By signing this contract, the Contractor agrees that if the provisions of the contract require the Contractor to enter an institution/facility or camp, the Contractor and any employee(s) and/or subcontractor(s) shall be made aware of and shall abide by the following laws, rules and regulations governing conduct in associating with prison inmates:

- a. Persons who are not employed by CDCR, but are engaged in work at any institution/facility or camp must observe and abide by all laws, rules and regulations governing the conduct of their behavior in associating with prison inmates. Failure to comply with these guidelines may lead to expulsion from CDCR institutions/facilities or camps.

*SOURCE: California Penal Code (PC) Sections 5054 and 5058; California Code of Regulations (CCR), Title 15, Sections 3285 and 3415*

- b. CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, and employees shall be made aware of this.

*SOURCE: PC Sections 5054 and 5058; CCR, Title 15, Section 3304*

- c. All persons entering onto institution/facility or camp grounds consent to search of their person, property or vehicle at any time. Refusal by individuals to submit to a search of their person, property, or vehicle may be cause for denial of access to the premises.

*SOURCE: PC Sections 2601, 5054 and 5058; CCR, Title 15, Sections 3173, 3177, and 3288*

- d. Persons normally permitted to enter an institution/facility or camp may be barred, for cause, by the CDCR Director, Warden, and/or Regional Parole Administrator.

*SOURCE: PC Sections 5054 and 5058; CCR, Title 15, Section 3176 (a)*

- e. It is illegal for an individual who has been previously convicted of a felony offense to enter into CDCR institutions/facilities or camps without the prior approval of the Warden. It is also illegal for an individual to enter onto these premises for unauthorized purposes or to refuse to leave said premises when requested to do so. Failure to comply with this provision could lead to prosecution.

*SOURCE: PC Sections 602, 4570.5 and 4571; CCR, Title 15, Sections 3173 and 3289*

- f. Encouraging and/or assisting prison inmates to escape are a crime. It is illegal to bring firearms, deadly weapons, explosives, tear gas, drugs or drug paraphernalia on CDCR institutions/facilities or camp premises. It is illegal to give prison inmates firearms, explosives, alcoholic beverages, narcotics, or any drug or drug paraphernalia, including cocaine or marijuana.

*SOURCE: PC Sections 2772, 2790, 4533, 4535, 4550, 4573, 4573.5, 4573.6 and 4574*

- g. It is illegal to give or take letters from inmates without the authorization of the Warden. It is also illegal to give or receive any type of gift and/or gratuities from prison inmates.

*SOURCE: PC Sections 2540, 2541 and 4570; CCR, Title 15, Sections 3010, 3399, 3401, 3424 and 3425*

- h. In an emergency situation the visiting program and other program activities may be suspended.

*SOURCE: PC Section 2601; CCR, Title 15, Section 3383*

- i. For security reasons, visitors must not wear clothing that in any way resembles state issued prison inmate clothing (blue denim shirts, blue denim pants).

*SOURCE: CCR, Title 15, Section 3171 (b) (3)*

- j. Interviews with SPECIFIC INMATES are not permitted. Conspiring with an inmate to circumvent policy and/or regulations constitutes a rule violation that may result in appropriate legal action.

*SOURCE: CCR, Title 15, Sections 3261.5, 3315 (3) (W), and 3177*

**13. CLOTHING RESTRICTIONS**

While on institution grounds, Contractor and all its agents, employees, and/or representatives shall be professionally and appropriately dressed in clothing distinct from that worn by inmates at the institution. Specifically, blue denim pants and blue chambray shirts, orange/red/yellow/white/chartreuse jumpsuits and/or yellow rainwear shall not be worn onto institution grounds, as this is inmate attire. The Contractor should contact the institution regarding clothing restrictions prior to requiring access to the institution to assure the Contractor and their employees are in compliance.

**14. TOBACCO-FREE ENVIRONMENT**

Pursuant to Penal Code Section 5030.1, the use of tobacco products by any person on the grounds of any institution or facility under the jurisdiction of the Department of Corrections and Rehabilitation is prohibited.

**15. SECURITY REGULATIONS**

- a. Unless otherwise directed by the entrance gate officer and/or Contract Manager, the Contractor, Contractor's employees and subcontractors shall enter the institution through the main entrance gate and park private and nonessential vehicles in the designated visitor's parking lot. Contractor, Contractor's employees and subcontractors shall remove the keys from the ignition when outside the vehicle and all unattended vehicles shall be locked and secured while on institution grounds.
- b. Any State- and Contractor-owned equipment used by the Contractor for the provision of contract services, shall be rendered temporarily inoperative by the Contractor when not in use, by locking or other means unless specified otherwise.
- c. In order to maintain institution safety and security, periodic fire prevention inspections and site searches may become necessary and Contractor must furnish keys to institutional authorities to access all locked areas on the worksite. The State shall in no way be responsible for Contractor's loss due to fire.
- d. Due to security procedures, the Contractor, Contractor's employees and subcontractors may be delayed at the institution vehicle/pedestrian gates and sally ports. Any loss of time checking in and out of the institution gates and sally ports shall be borne by the Contractor.
- e. Contractor, Contractor's employees and subcontractors shall observe all security rules and regulations and comply with all instructions given by institutional authorities.
- f. Electronic and communicative devices such as pagers, cell phones and cameras/microcameras are not permitted on institution grounds.
- g. Contractor, Contractor's employees and subcontractors shall not cause undue interference with the operations of the institution.
- h. No picketing is allowed on State property.

**16. GATE CLEARANCE**

Contractor and Contractor's employee(s) and/or subcontractors(s) must be cleared prior to providing services. The Contractor will be required to complete a Request for Gate Clearance for all persons entering the facility a minimum of ten (10) working days prior to commencement of service. The Request for Gate Clearance must include the person's name, social security number, valid state driver's license number or state identification card number and date of birth. Information shall be submitted to the Contract Liaison or his/her designee. CDCR uses the Request for Gate Clearance to run a California Law Enforcement Telecommunications System (CLETS) check. The check will include a California Department of Motor Vehicles check, Wants and Warrants check, and Criminal History check.

Gate clearance may be denied for the following reasons: Individual's presence in the institution presents a serious threat to security, individual has been charged with a serious crime committed on institution property, inadequate information is available to establish positive identity of prospective individual, and/or individual has deliberately falsified his/her identity.

All persons entering the facilities must have a valid state driver's license or photo identification card on their person.

**17. BUSINESS ASSOCIATE AGREEMENT**

The awarded Contractor will be required meet provisions of the Health Insurance Portability and Accountability Act of 1996, Pub. L. No. 104-191 ("HIPAA") and the regulations promulgated thereunder. The Business Associate Agreement can be located at the link below:

[http://www.cdcr.ca.gov/Divisions\\_Boards/Plata/HIPPA\\_ExhibitG.html](http://www.cdcr.ca.gov/Divisions_Boards/Plata/HIPPA_ExhibitG.html)

**ATTACHMENT A  
OFFEROR DECLARATION**

The Offeror's Declaration Form can be located at the link below:

<http://www.documents.dgs.ca.gov/pd/delegations/GSPD105.pdf>

**ATTACHMENT B  
PAYEE DATA RECORD (STD 204)**

The Payee Data Record (STD 204) can be located at the link below:

<http://www.documents.dgs.ca.gov/osp/pdf/std204.pdf>

**ATTACHMENT C  
CONTRACTOR CONFIDENTIALITY STATEMENT**

I understand that Consultant can be categorized as a public official for purposes of adherence to Conflict of Interest laws and the filing of a Statement of Economic Interests (Form 700). I certify that I have read and understand Conflict of Interest provisions identified in the online presentation “Ethics Orientation for State Officials” sponsored by the State of California Department of Justice, Office of the Attorney General and the Fair Political Practices Commission located at <http://caag.state.ca.us/ethics/index.htm>.

I certify that I have no personal or financial interest and no present or past employment or activity which would be incompatible with my participation in any activity related to the planning or procurement processes for the Microsoft CRM Consultant (RFO #10-001-ITS). For the duration of my involvement in this Project, I agree not to accept any gift, benefit, gratuity or consideration, or begin a personal or financial interest in a party who is offering, or associated with a business, on the Project.

I certify that I will keep confidential and secure and will not copy, give or otherwise disclose to any other party who has not signed a copy of this confidentiality Agreement, all information concerning the planning, processes, development or procedures of the Project and all bids, proposals, correspondence, etc. which I learn in the course of my duties on the Project. I understand that the information to be kept confidential includes, but is not limited to, specifications, administrative requirements, terms and conditions, any aspect of any supplier’s response or potential response to the solicitation, and includes concepts and discussions as well as written or electronic materials. I understand that if I leave this Project before it ends, I must still keep all Project information confidential. I understand that following completion of this project that I must still maintain confidentiality should the Project and/or my organization be subject to follow-on contracting criteria per Public Contract Code §10365.5. I agree to follow any instructions provided related to the Project regarding the confidentiality of Project information.

I fully understand that any unauthorized disclosure I make may be grounds for civil or criminal penalties and/or contract termination. I agree to advise CPHCS’ Deputy Chief Information Officer immediately in the event that I either learn or have reason to believe that any person who has access to Project confidential information has or intends to disclose that information in violation of this Agreement. I also agree that any questions or inquiries from bidders, potential bidders or third parties shall not be answered by me and that I will direct them to CPHCS’ Deputy Chief Information Officer.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

Organization: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**ATTACHMENT D  
NON-DISCLOSURE AGREEMENT**

I certify that I will hold in confidence all discussions, bids, proposals, correspondence, memoranda, working papers, procurement of goods and services, or any other information on any media, which has any bearing on or discloses any aspect of the Microsoft CRM Consultant. Based on my involvement with the Microsoft CRM Consultant, where applicable, I certify that I have no personal or financial interest and no present employment or activity, which would be incompatible with my participation in the discussions, review and or participation in the procurement process for the Microsoft CRM Consultant and related procurement thereof.

At all times during and after the process by which the California Prison Health Care Services and/or the California Department of Corrections and Rehabilitation (CDCR) procures goods and services related to CPHCS' Information Technology (IT) activities, CPHCS' and/or CDCR's employees, CPHCS' prospective bidders, and/or CPHCS and/or CDCR's vendors will keep confidential, and will not disclose to any third party or use, such confidential information, except in the course of their employment by or contractual relationship with the Department, and for the benefit of CDCR. The parties will protect CPHCS' and/or CDCR's confidential information using the same degree of care, but no less than a reasonable degree of care, as such party uses to protect his/her/its own confidential information. The parties will carefully restrict access to CPHCS' confidential information, and they may disclose it only to their employees, contractors, and/or other State agencies that have a need to know it and are bound by obligations of confidentiality.

I certify that I am fully able to provide fair and impartial consideration and contribution to all aspects of this project in which I am directly involved. I fully understand that any such disclosure by an employee of the State of California may be considered as a basis for disciplinary action.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title \_\_\_\_\_

Organization: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_



**ATTACHMENT E**  
**STATEMENT OF ECONOMIC INTERESTS (FORM 700)**

The Statement of Economic Interests (Form 700) can be located at the link below:

<http://www.fppc.ca.gov/forms/700-08-09/Form700-08-09.pdf>