

	State of South Carolina South Carolina Public Employee Benefit Authority Request for Proposal Amendment 1	Solicitation Number: PEBA0312021 Date Issued: 04/27/2021 Procurement Officer: Georgia Gillens, CPPO, CPPB Phone: 803.734.0010 Email Address: GGillens@peba.sc.gov

DESCRIPTION: **Behavioral Health Management Services**

SUBMIT OFFER BY (Opening Date/Time): **05/20/2021 11:00 AM.**

The Term "Offer" Means Your "Proposal". Your offer must be submitted in a sealed package. The Solicitation Number & Opening Date should appear on the package exterior. See the clause entitled "Submitting Your Offer or Modification."

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS: South Carolina Public Employee Benefit Authority P.O. Box 11960 Columbia, S.C. 29211-1960 Attention: Georgia Gillens, CPPO, CPPB	PHYSICAL ADDRESS: South Carolina Public Employee Benefit Authority 202 Arbor Lake Drive Columbia, S.C. 29223 Attention: Georgia Gillens, CPPO, CPPB
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AWARD & AMENDMENTS	Award will be posted on 06/16/2021 . The award, this solicitation, any amendments, and any related notices will be posted at the following web address: https://procurement.sc.gov/vendor/contract-opps/other-solicitations/peba
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You must submit a signed copy of this form with Your Offer. By submitting a proposal, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of one hundred twenty (120) calendar days after the Opening Date. (See the clause entitled "Signing Your Offer.")

NAME OF OFFEROR (Full legal name of business submitting the offer)		Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.
AUTHORIZED SIGNATURE (Person must be authorized to submit binding offer to contract on behalf of Offeror.)		
TITLE (Business title of person signing above)		STATE VENDOR NO. (Register to obtain S.C. Vendor No. at www.procurement.sc.gov)
PRINTED NAME (Printed name of person signing above)	DATE SIGNED	STATE OF INCORPORATION (If you are a corporation, identify the state of incorporation.)

OFFEROR'S TYPE OF ENTITY: (Check one)		(See "Signing Your Offer" provision.)
<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Other _____		
<input type="checkbox"/> Corporate entity (not tax-exempt) <input type="checkbox"/> Corporation (tax-exempt) <input type="checkbox"/> Government entity (federal, state, or local)		

PAGE TWO
(Return Page Two with Your Offer)

HOME OFFICE ADDRESS (Address for offeror's home office / principal place of business)	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) <div style="text-align: right;">_____ Area Code -</div> <div>Number - Extension Facsimile</div> <div>_____</div> <div>Email Address</div>
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PAYMENT ADDRESS (Address to which payments will be sent.) <div>_____ Payment Address same as Home Office Address</div> <div>_____ Payment Address same as Notice Address (check only one)</div>	ORDER ADDRESS (Address to which purchase orders will be sent) <div>_____ Order Address same as Home Office Address</div> <div>_____ Order Address same as Notice Address (check only one)</div>
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ACKNOWLEDGMENT OF AMENDMENTS Offerors acknowledges receipt of amendments by indicating amendment number and its date of issue. (See the clause entitled "Amendments to Solicitation")							
Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date

DISCOUNT FOR PROMPT PAYMENT (See the clause entitled "Discount for Prompt Payment")	10 Calendar Days (%)	20 Calendar Days (%)	30 Calendar Days (%)	_____ Calendar Days (%)
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ATTACHMENTS 8 – 14posted to the web

AMENDMENT #1
REQUEST FOR PROPOSAL – PEBA0312021
Behavioral Health Management Services

PLEASE NOTE: The original Request for Proposal document is superseded and is being replaced in its entirety by Amendment 1. It is recommended that Offerors, discard all superseded documents as described above and refer and respond only to the solicitation as described in Amendment 1. Attachment 14 includes responses to questions submitted in writing by the deadline. Any changes agreed to as a result of Attachment 14, Q&A have been incorporated into Amendment 1. Changes are highlighted in yellow however, Offerors are responsible for reading the entire document in the event the State inadvertently failed to highlight a change. The questions and answers submitted in writing by the deadline are included as an attachment for information only. Only the changes incorporated in Amendment 1 are relevant.

Deadline for Follow-Up Questions: April 29, 2021 at 5:00 p.m. local time. Questions are limited to changes in the RFP as reflected in Amendment 1 or to Attachment 14 Q&A.

AMENDMENTS TO SOLICITATION (JAN 2004)

- (a) The Solicitation may be amended at any time prior to opening. All actual and prospective Offeror's should monitor the following web site for the issuance of Amendments: www.procurement.sc.gov
- (b) Offeror's shall acknowledge receipt of any amendment to this solicitation (1) by signing and returning the amendment, (2) by identifying the amendment number and date in the space provided for this purpose on Page Two, (3) by letter, or is amended, then all terms and conditions which are not modified remain unchanged. [02-2A005-1

1.37 ~~DISCUSSIONS AND NEGOTIATIONS (FEB 2015)~~– See updated clause title and language.

REQUEST FOR PROPOSAL (RFP)
SOLICITATION NUMBER PEBA0312021

**BEHAVIORAL HEALTH MANAGEMENT SERVICES
SCHEDULE OF KEY DATES IN THE PROPOSAL PROCESS**

All dates subject to change

1.	Distribution of the Request for Proposal	03/29/2021
2.	Questions on the Request for Proposal and Claims Data (requires NDA)	04/12/2021
3.	(a) Pre-Proposal Conference; (b) Final Deadline for Submission of All Questions; and, (c) Final Deadline for Submission of the Non-Disclosure Agreement (If Applicable)	04/19/2021
5.	PEBA's Written Responses to Questions	04/27/2021
6.	Submission and Opening of Proposals (11:00 a.m.)	05/20/2021
7.	Intent to Award Posting Date	06/16/2021
8.	Intent to Award Becomes Official (tentative)	06/25/2021
9.	Implementation Plan Due (tentative)	07/05/2021
10.	Contract Performance	01/01/2022

PART 1

INSTRUCTIONS TO OFFERORS-A. GENERAL INSTRUCTIONS

1.1 DEFINITIONS, CAPITALIZATION, AND HEADINGS: Clause headings used in this solicitation are for convenience only and shall not be used to construe meaning or intent. Even if not capitalized, the following definitions are applicable to all parts of the solicitation, unless expressly provided otherwise.

Amendment means a document issued to supplement the original solicitation document.

Business means any corporation, partnership, individual, sole proprietorship, joint stock company, joint venture, or any other legal entity.

Change Order means any written alteration in specifications, delivery point, rate of delivery, period of performance, price, quantity, or other provisions of any contract accomplished by mutual agreement of the parties to the contract.

Contract See clause entitled Contract Documents & Order of Precedence.

Contract Modification means a written order signed by the Procurement Officer, directing the Contractor to make changes which the clause of the contract titled "Changes", authorizes the Procurement Officer to order without the consent of the Contractor.

Contractor means the Offeror receiving an award as a result of this solicitation.

Cover Page means the top page of the original solicitation on which the solicitation is identified by number. Offerors are cautioned that Amendments may modify information provided on the Cover Page.

Covered Person means any individual who participates in the plan, including all Subscribers and any covered dependents of the Subscriber.

Member means an individual who participates in the Plan, including all (a) active employees; (b) employees on leave of absence; (c) retirees; (d) survivors of deceased employees; (e) survivors of deceased retirees; (f) COBRA participants; (g) former spouse of employees or retirees and (h) any enrolled dependents of the individuals identified in (a) through (g) herein.

Offer means the proposal submitted in response this solicitation. The term Proposal is used interchangeably with the term Offer.

Offeror means the single legal entity submitting the offer. The term Bidder is used interchangeably with the term Offeror.

Procurement Officer means the person, or his successor, identified as such on the Cover Page, an amendment or an award notice.

Solicitation means this document, including all its parts, attachments, and any Amendments.

State means the State of South Carolina and the South Carolina Public Employee Benefit Authority (PEBA).

Subcontractor means any person having a contract to perform work or render service to Contractor as a part of the Contractor's agreement arising from this solicitation.

Subscriber means an active or retired employee, surviving child/surviving Spouse, COBRA participant or Former Spouse who is enrolled in the Plan.

Work means all labor, materials, equipment and services, or property of any type, provided or to be provided by the Contractor to fulfill the Contractor's obligations under the Contract.

You and Your means Offeror.

1.2 AMENDMENTS TO SOLICITATION: (a) The solicitation may be amended at any time prior to opening. All amendments to this solicitation shall be in writing from the South Carolina Public Employee Benefit Authority (PEBA). PEBA shall not be legally bound by any amendment which is not in writing. All actual and prospective Offerors should monitor the following website for the issuance of amendments: <https://procurement.sc.gov/vendor/contract-opps/other-solicitations/peba> (b) Offerors shall acknowledge receipt of any amendment to this solicitation (1) by signing and returning the amendment, (2) by identifying the amendment number and date in the space provided for this purpose on Page 2, (3) by acknowledging receipt in the Offeror's Executive Summary, (4) by letter, or (5) by submitting a proposal that indicates in some way that the Offeror received the amendment. (c) If this solicitation is amended, then all terms and conditions which are not modified by the amendment(s) remain unchanged.

1.3 AUTHORIZED AGENT (FEB 2015): All authority regarding this procurement is vested solely with the responsible Procurement Officer. Unless specifically delegated in writing, the Procurement Officer is the only government official authorized to bind the government with regard to this procurement or the resulting contract.

1.4 AWARD NOTIFICATION: Notice regarding any award, cancellation of award, or extension of award will be posted at the location and on the date specified on the Cover Page or, if applicable, any notice of extension of award. Notice will be sent to all Offerors responding to the Solicitation and any award will not be effective until the calendar day immediately following the seventh business day after such notice is given.

1.5 PROPOSAL AS OFFER TO CONTRACT: By submitting Your proposal, You are offering to enter into a contract with PEBA. Without further action by either party, a binding contract shall result upon final award. Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror on the Cover Page. An offer may be submitted by only one legal entity; "joint bids" are not allowed.

1.6 PROPOSAL ACCEPTANCE PERIOD: In order to withdraw Your Offer after the minimum period specified on the Cover Page, You must notify the Procurement Officer in writing. Otherwise, Your Offer remains valid until final award including through any periods consumed by protests.

1.7 BID IN ENGLISH & DOLLARS: Offers submitted in response to this solicitation shall be in the English language and in US dollars.

1.8 CERTIFICATE OF INDEPENDENT PRICE DETERMINATION (MAY 2008): Giving false, misleading, or incomplete information on this certification may render you subject to prosecution under Section 16-9-10 of the South Carolina Code of Laws and other applicable laws.

(a) By submitting an Offer, the Offeror certifies that:

(1) The prices in this Offer have been arrived at independently without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Offeror or competitor relating to:

(i) Those prices;

(ii) The intention to submit an offer; or

(iii) The methods or factors used to calculate the prices offered.

(2) The prices in this Offer have not been and will not be knowingly disclosed by the Offeror, directly or indirectly, to any other Offeror or competitor before bid opening (in the case of a sealed bid solicitation) or contract award (in the case of a negotiated solicitation) unless otherwise required by law; and

(3) No attempt has been made or will be made by the Offeror to induce any other concern to submit or not to submit an offer for the purpose of restricting competition.

(b) Each signature on the Offer is considered to be a certification by the signatory that the signatory:

(1) Is the person in the Offeror's organization responsible for determining the prices being offered in this proposal, and that the signatory has not participated and will not participate in any action contrary to paragraphs (a)(1) through (a)(3) of this certification; or

(2)(i) Has been authorized, in writing, to act as agent for the Offeror's principals in certifying that those principals have not participated, and will not participate in any action contrary to paragraphs (a)(1) through (a)(3) of this certification [As used in this subdivision (b)(2)(i), the term "principals" means the person(s) in the Offeror's organization responsible for determining the prices offered in this proposal];

(ii) As an authorized agent, does certify that the principals referenced in subdivision (b)(2)(i) of this certification have not participated, and will not participate, in any action contrary to paragraphs (a)(1) through (a)(3) of this certification; and

(iii) As an agent, has not personally participated, and will not participate, in any action contrary to paragraphs (a)(1) through (a)(3) of this certification.

(c) If the Offeror deletes or modifies paragraph (a)(2) of this certification, the Offeror must furnish with its Offer a signed statement setting forth in detail the circumstances of the disclosure.

1.9 CERTIFICATION REGARDING DEBARMENT AND OTHER RESPONSIBILITY MATTERS (JAN 2004):

(a)(1) By submitting an Offer, Offeror certifies, to the best of its knowledge and belief, that:

(i) Offeror and/or any of its Principals:

(A) Are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any state or federal agency;

(B) Have not, within a three-year period preceding this Offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) contract or subcontract; violation of federal or state antitrust

statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property; and

(C) Are not presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in paragraph (a)(1)(i)(B) of this provision.

(ii) Offeror has not, within a three-year period preceding this Offer, had one or more contracts terminated for default by any public (Federal, state, or local) entity.

(2) "Principals," for the purposes of this certification, means officers; directors; owners; partners; and, persons having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a subsidiary, division, or business segment, and similar positions).

(b) Offeror shall provide immediate written notice to the Procurement Officer, or his designee, if, at any time prior to contract award, Offeror learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

(c) If Offeror is unable to certify the representations stated in paragraphs (a)(1), Offeror must submit a written explanation regarding its inability to make the certification. The certification will be considered in connection with a review of the Offeror's responsibility. Failure of the Offeror to furnish additional information as requested by the Procurement Officer, or his designee, may render the Offeror nonresponsible.

(d) Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by paragraph (a) of this provision. The knowledge and information of an Offeror is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

(e) The certification in paragraph (a) of this provision is a material representation of fact upon which reliance was placed when making award. If it is later determined that the Offeror knowingly or in bad faith rendered an erroneous certification, in addition to other remedies available to the State, the Procurement Officer, or his designee, may terminate the contract resulting from this solicitation for default without cost to the South Carolina Public Employee Benefit Authority or the State and the Contractor will be charged for the cost of replacement goods and services.

1.10 CODE OF LAWS AVAILABLE (JAN 2006): The South Carolina Code of Laws, including the Consolidated Procurement Code, is available at: <http://www.scstatehouse.gov/code/statmast.php> The South Carolina Regulations are available at <http://www.scstatehouse.gov/coderegs/statmast.php>.

1.11 DEADLINE FOR SUBMISSION OF OFFER: PEBA will receive sealed proposals until 11:00 a.m. local time on the opening date shown. To be timely filed, proposals and amendments thereto should be received by the time advertised for opening. It is the vendor's sole responsibility to ensure PEBA receives these documents. Offerors mailing proposals should allow a sufficient mail delivery period to ensure timely receipt of their proposal by PEBA. Any offer received after the Procurement Officer or his designee has declared that the time set for opening has arrived, shall be rejected unless the offer has been delivered to the designated purchasing office or PEBA's mail room prior to the opening. [R. 19-445.2070(G)]

1.12 DISCLOSURE OF CONFLICTS OF INTEREST OR UNFAIR COMPETITIVE ADVANTAGE: You warrant and represent that Your Offer identifies and explains any unfair competitive advantage You may have in competing for the proposed contract and any actual or potential conflicts of interest that may arise from Your participation in this competition or Your receipt of an award. The two underlying principles are (a) preventing the existence of conflicting roles that might bias a contractor's judgment, and (b) preventing an unfair competitive advantage. If You have an unfair competitive advantage or a conflict of interest, PEBA may withhold

award. Before withholding award on these grounds, an Offeror will be notified of the concerns and provided a reasonable opportunity to respond. Efforts to avoid or mitigate such concerns, including restrictions on future activities, may be considered. Without limiting the foregoing, You represent that Your Offer identifies any services that relate to either this solicitation or the work that has already been performed by You, a proposed subcontractor, or an affiliated business of either.

1.13 DRUG FREE WORK PLACE CERTIFICATION (JAN 2004): By submitting an Offer, Contractor certifies that, if awarded a contract, Contractor will comply with all applicable provisions of The Drug-free Workplace Act, Title 44, Chapter 107 of the South Carolina Code of Laws, as amended.

1.14 DUTY TO INSPECT AND INQUIRE: Offeror, by submitting an Offer, represents that it has read and understands the Solicitation and that its Offer is made in compliance with the Solicitation and will be implemented on time and performed satisfactorily over the entire term of the contract. Offerors are expected to examine the Solicitation thoroughly and should request an explanation of any ambiguities, discrepancies, errors, omissions, or conflicting statements in the Solicitation in accordance with the terms of this Solicitation. Failure to do so will be at the Offeror's risk. All ambiguities, discrepancies, errors, omissions, or conflicting statements in the Solicitation shall be interpreted to require the better quality or greater quantity of work and/or materials, unless otherwise directed by amendment. Offeror assumes responsibility for any patent ambiguity in the Solicitation, or assumption it makes concerning the Solicitation, which Offeror does not bring to the State's attention pursuant to the terms of this Solicitation. By submission of a proposal, Offeror also certifies that its Offer has been reviewed by the appropriate individuals within the Offeror's organization and that the goods and services herein, if an award is made to that Offeror, can and will be provided on time and for the compensation proposed, subject to any negotiations that may affect the amount of compensation.

1.15 ETHICS CERTIFICATE (MAY 2008): By submitting an offer, the Offeror certifies that the Offeror has and will comply with, and has not, and will not, induce a person to violate Title 8, Chapter 13 of the South Carolina Code of Laws, as amended (ethics act). The following statutes require special attention: Section 8-13-700, regarding use of official position for financial gain; Section 8-13-705, regarding gifts to influence action of public official; Section 8-13-720, regarding offering money for advice or assistance of public official; Sections 8-13-755 and 8-13-760, regarding restrictions on employment of a former public official; Section 8-13-775, prohibiting public official with economic interests from acting on contracts; Section 8-13-790, regarding recovery of kickbacks; Section 8-13-1150, regarding statements to be filed by consultants; and Section 8-13-1342, regarding restrictions on contributions by Contractor to candidate who participated in awarding of contract. The State may rescind any contract and recover all amounts expended as a result of any action taken in violation of this provision. If Contractor participates, directly or indirectly, in the evaluation or award of public contracts, including without limitation, change orders or task orders regarding a public contract, Contractor shall, if required by law to file such a statement, provide the statement required by Section 8-13-1150 to the Procurement Officer at the same time the law requires the statement to be filed.

1.16 OMIT TAXES FROM PRICE: Do not include any sales or use taxes in Your price that PEBA may be required to pay.

1.17 OPEN TRADE REPRESENTATION (JUN 2015): By submitting an Offer, Offeror represents that Offeror is not currently engaged in the boycott of a person or an entity based in or doing business with a jurisdiction with whom South Carolina can enjoy open trade, as defined in S.C. Code Section 11-35-5300.

1.18 PROHIBITED COMMUNICATIONS AND DONATIONS: Violation of these restrictions may result in disqualification of Your Offer, suspension or debarment, and may constitute a violation of law. (a) During the period between publication of the solicitation and final award, *you must not communicate, directly or indirectly,*

*with PEBA or its employees, agents or officials regarding any aspect of this procurement activity, unless otherwise approved in writing by the Procurement Officer. All communications must be solely with the Procurement Officer. [R. 19-445.2010] (b) You are advised to familiarize yourself with Regulation 19-445.2165, which restricts donations to a governmental entity with whom you have or seek to have a contract. **You represent that Your Offer discloses any gifts made, directly or through an intermediary, by You or your named subcontractors to or for the benefit of PEBA during the period beginning eighteen months prior to the Opening Date.** [R. 19-445.2165]*

1.19 PROTESTS (MAY 2019) If you are aggrieved in connection with the solicitation or award of the contract, you may be entitled to protest, but only as provided in Section 11-35-4210. To protest a solicitation, you must submit a protest within fifteen days of the date the applicable solicitation document is issued. To protest an award, you must (i) submit notice of your intent to protest within seven business days of the date the award notice is posted, and (ii) submit your actual protest within fifteen days of the date the award notice is posted. Days are calculated as provided in Section 11-35-310(13). Both protests and notices of intent to protest must be in writing and must be received by the appropriate Chief Procurement Officer within the time provided. See clause entitled “Protest-CPO”. The grounds of the protest and the relief requested must be set forth with enough particularity to give notice of the issues to be decided. [02-2A085-2]

1.20 PUBLIC OPENING (JAN 2004): Offers will be publicly opened at the date/time and at the location identified on the Cover Page, or last Amendment, whichever is applicable.

1.21 QUESTIONS FROM OFFERORS: (a) Any prospective Offeror desiring an explanation or interpretation of the solicitation, specifications, etc. (see clause 1.14 above, “Duty to Inspect and Inquire”), must request it in writing. Oral explanations or instructions will not be binding. Any information given a prospective Offeror concerning a solicitation will be furnished promptly to all other prospective Offerors as an Amendment to the solicitation, if that information is necessary for submitting offers or if the lack of it would be prejudicial to other prospective Offerors. We will not identify you in our response to your question. (b) PEBA seeks to permit maximum practicable competition. Offerors are urged to advise the Procurement Officer as soon as possible regarding any aspect of this procurement, including any aspect of the Solicitation that unnecessarily or inappropriately limits full and open competition. Offerors should advise PEBA of any problems they perceive as a result of reviewing this solicitation document, which may bear upon their ability to comply, or submit any other questions, which might ultimately bear upon PEBA’s ability to enter into the relationship described herein with a selected vendor.

1.22 REJECTION/CANCELLATION: PEBA may cancel this Solicitation in whole or in part and may reject any or all proposals in whole or in part. [S.C. Code Section 11-35-1710 & R.19-445.2065]

1.23 RESPONSIVENESS/IMPROPER OFFERS:

(a) Bid as Specified. Offers for supplies or services other than those specified will not be considered unless authorized by the Solicitation.

(b) Responsiveness. Any proposal deemed unacceptable pursuant to S.C. Regulation 19-445.2095 (I)(1)(c) and (J) will be rejected, such determinations to be discretionary and not disturbed unless arbitrary and capricious. PEBA may elect to conduct discussions, including the possibility of proposal revisions, but only for those proposals determined to be either acceptable or potentially acceptable pursuant to S.C. Regulation 19-445.2095 (I)(1)(a) and (b). Any such discussions shall be conducted in accordance with S.C. Regulation 19-445.2095 (I)(2), (3), and (4).

(c) Price Reasonableness: Any offer may be rejected if the Procurement Officer determines in writing that it is unreasonable as to price.

(d) Unbalanced Bidding. PEBA may reject an Offer as nonresponsive if the prices bid are materially unbalanced between line items or subline items. A bid is materially unbalanced when it is based on prices significantly less than cost for some work and prices which are significantly overstated in relation to cost for other work, and if there is a reasonable doubt that the bid will result in the lowest overall cost to the State even though it may be the low evaluated bid.

(e) Do not submit bid samples or descriptive literature unless expressly requested. Unsolicited bid samples or descriptive literature will not be examined or tested, will not be used to determine responsiveness, and will not be deemed to vary any of the provisions of the solicitation. S.C. Code Ann. Reg. 19-445.2077(D).

1.24 SIGNING YOUR OFFER (JAN 2004): Every Offer must be signed by an individual with actual authority to bind the Offeror. (a) If the Offeror is an individual, the Offer must be signed by that individual. If the Offeror is an individual doing business as a firm, the Offer must be submitted in the firm name, signed by the individual, and state that the individual is doing business as a firm. (b) If the Offeror is a partnership, the Offer must be submitted in the partnership name, followed by the words “by its Partner,” and signed by a general partner. (c) If the Offeror is a corporation, the Offer must be submitted in the corporate name, followed by the signature and title of the person authorized to sign. (d) If an Offer is signed by an agent, other than as stated in subparagraphs (a) through (c) above, the Offer must state that it has been signed by an Agent. Upon request, Offeror must provide proof of the agent’s authorization to bind the principal.

1.25 STATE OFFICE CLOSINGS: If an emergency or unanticipated event interrupts normal government processes so that offers cannot be received at the PEBA office by the exact time specified in the solicitation, the time specified for receipt of offers will be deemed to be extended to the same time of day specified in the solicitation on the first work day on which normal government processes resume. In lieu of an automatic extension, an Amendment may be issued to reschedule the proposal opening. If state offices are closed at the time a pre-proposal conference is scheduled, an Amendment will be issued to reschedule the conference. Useful information may be available at <http://www.scemd.org/planandprepare/disasters/severe-winter-weather>.

1.26 SUBMITTING CONFIDENTIAL INFORMATION (FEB 2015): (An overview is available at www.procurement.sc.gov) For every document Offeror submits in response to or with regard to this solicitation or request, Offeror must separately mark with the word “CONFIDENTIAL” every page, or portion thereof, that Offeror contends contains information that is exempt from public disclosure because it is either (a) a trade secret as defined in Section 30-4-40(a)(1), or (b) privileged and confidential, as that phrase is used in Section 11-35-410. For every document Offeror submits in response to or with regard to this solicitation or request, Offeror must separately mark with the words “TRADE SECRET” every page, or portion thereof, that Offeror contends contains a trade secret as that term is defined by Section 39-8-20 of the Trade Secrets Act. For every document Offeror submits in response to or with regard to this solicitation or request, Offeror must separately mark with the word “PROTECTED” every page, or portion thereof, that Offeror contends is protected by Section 11-35-1810. All markings must be conspicuous; use color, bold, underlining, or some other method in order to conspicuously distinguish the mark from the other text. Do not mark your entire response as confidential, trade secret, or protected. If your response, or any part thereof, is improperly marked as confidential or trade secret or protected, the State may, in its sole discretion, determine it nonresponsive. If only portions of a page are subject to some protection, do not mark the entire page. By submitting a response to this solicitation or request, Offeror (1) agrees to the public disclosure of every page of every document regarding this solicitation or request that was submitted at any time prior to entering into a contract (including, but not limited to, documents contained in a response, documents submitted to clarify a response, and documents submitted during negotiations), unless the page is conspicuously marked “TRADE SECRET” or “CONFIDENTIAL” or “PROTECTED”, (2) agrees that any information not marked, as required by these instructions, as a “Trade Secret” is not a trade secret as defined

by the Trade Secrets Act, and (3) agrees that, notwithstanding any claims or markings otherwise, any prices, commissions, discounts, or other financial figures used to determine the award, as well as the final contract amount, are subject to public disclosure. In determining whether to release documents, the State will detrimentally rely on Offeror's marking of documents, as required by these instructions, as being either "CONFIDENTIAL" or "TRADE SECRET" or "PROTECTED". By submitting a response, Offeror agrees to defend, indemnify and hold harmless the State of South Carolina, its agencies, officers and employees, from every claim, demand, loss, expense, cost, damage or injury, including attorney's fees, arising out of or resulting from withholding information by the State of South Carolina or any of its agencies, that Offeror marked as "CONFIDENTIAL" or "TRADE SECRET" or "PROTECTED". (All references to S.C. Code of Laws.)

1.27 SUBMITTING YOUR OFFER OR MODIFICATION: (a) All copies of the offer or modification, and any other documents required to be submitted with the Offer should be enclosed in a sealed, opaque envelope or package – (1) Addressed to the office specified on the Cover Page; and (2) Showing the time and date specified for opening, the solicitation number, and the name and address of the Offeror. (b) Offerors using commercial carrier services shall ensure that the Offer is addressed and marked on the outermost envelope or wrapper as prescribed in paragraphs (a)(1) and (2) of this provision when delivered to the office specified on the Cover Page. (c) Facsimile or email offers, modifications, or withdrawals, will not be considered.

1.28 TAX CREDIT FOR SUBCONTRACTING WITH DISADVANTAGED SMALL BUSINESSES (JAN 2008): Pursuant to Section 12-6-3350, a taxpayer having a contract with this State who subcontracts with a socially and economically disadvantaged small business is eligible for an income tax credit equal to four percent of the payments to that subcontractor for work pursuant to the contract. The subcontractor must be certified as a socially and economically disadvantaged small business as defined in Section 11-35-5010 and regulations pursuant to it. The credit is limited to a maximum of fifty thousand dollars annually. A taxpayer is eligible to claim the credit for ten consecutive taxable years beginning with the taxable year in which the first payment is made to the subcontractor that qualifies for the credit. After the above ten consecutive taxable years, the taxpayer is no longer eligible for the credit. A taxpayer claiming the credit shall maintain evidence of work performed for the contract by the subcontractor. The credit may be claimed on Form TC-2, "Minority Business Credit." A copy of the subcontractor's certificate from the Governor's Office of Small and Minority Business (OSMBA) is to be attached to the Contractor's income tax return. Questions regarding the tax credit and how to file are to be referred to: S.C. Department of Revenue, Research and Review, Phone: (803) 898-5786, Fax: (803) 898-5888. Questions regarding subcontractor certification are to be referred to: Governor's Office of Small and Minority Business Assistance, Phone: (803) 734-0657, Fax: (803) 734-2498.

1.29 VENDOR REGISTRATION MANDATORY (JAN 2006): You must have a state vendor number to be eligible to submit an offer. To obtain a state vendor number, visit www.procurement.sc.gov and select New Vendor Registration. (To determine if your business is already registered, go to "Vendor Search"). Upon registration, you will be assigned a state vendor number. Vendors must keep their vendor information current. If you are already registered, you can update your information by selecting Change Vendor Registration. (Please note that vendor registration does not substitute for any obligation to register with the S.C. Secretary of State or S.C. Department of Revenue. You can register with the agencies at <http://www.scbos.com/default.htm>.)

1.30 WITHDRAWAL OR CORRECTION OF OFFER (JAN 2004): Offers may be withdrawn by written notice received at any time before the exact time set for opening. A proposal may be withdrawn in person by an Offeror or its authorized representative if, before the exact time set for opening, the identity of the person requesting withdrawal is established and the person signs a receipt for the proposal. The withdrawal and correction of Offers is governed by S.C. Code Section 11-35-1520 and Regulation 19-445.2085.

INSTRUCTIONS TO OFFERORS-B. SPECIAL INSTRUCTIONS

1.31 PRE-PROPOSAL CONFERENCE/SUBMISSION OF QUESTIONS:

Any questions, comments, requests for information or clarifications regarding the RFP must be submitted in writing. Do NOT wait to assert deviations, exceptions, etc. to anything in this RFP until (or in) the submission of your proposal.

A pre-proposal conference will be held via Cisco WebEx at **10 a.m. local time on Monday, April 19, 2021**. Please email ggillens@peba.sc.gov to receive an invitation to the conference. Interested parties are limited to two attendees per company. To have a meaningful discussion at the pre-proposal conference, all questions must be received by the Procurement Officer no later than **April 12, 2021, at 2:30 p.m.** local time. No further questions regarding the RFP will be accepted after this deadline.

Any written questions, requests for information or request for clarifications will be responded to in the form of a written amendment to the RFP and emailed to all prospective Offerors. The amendment will also be posted at the following web address: <https://procurement.sc.gov/vendor/contract-opps/other-solicitations/peba>.

All questions, comments and requests for information or clarifications regarding this RFP must be submitted as indicated below. All questions, comments and requests for information or clarifications should, to the highest degree possible, cite the specific RFP section and paragraph number(s) to which the question refers. All questions, comments and requests for information or clarifications regarding this RFP should include the identity of the sender, firm name, mailing address, telephone number and email address. Email is the preferred method for submitting questions, with "Questions: Behavioral Health Management Services RFP" as the subject of the email. Submit questions in an easily copied format such as Microsoft Word.

Mark envelopes on questions mailed: QUESTIONS

Title: Behavioral Health Management Services

Attn: Georgia Gillens, CPPO, CPPB

SEND QUESTIONS TO:

MAIL TO:

South Carolina Public Employee Benefit Authority
202 Arbor Lake Drive
Columbia, SC 29223
Attn: Georgia Gillens, CPPO, CPPB

HAND DELIVER/EXPRESS

South Carolina Public Employee Benefit Authority
202 Arbor Lake Drive
Columbia, SC 29223
Attn: Georgia Gillens, CPPO, CPPB

EMAIL ADDRESS:

GGillens@peba.sc.gov

1.32 CONTENTS OF OFFER (FEB 2015): (a) Offers should be complete and carefully worded and should convey all of the information requested. (b) Offers should be prepared simply and economically, providing a straightforward, concise description of Offeror's capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content. (c) The contents of Your Offer should be divided into two parts, the technical proposal and the business proposal. Each part should be bound in a single volume. (d) If Your Offer includes any comment over and above the specific information requested in the solicitation, you should include this information as a separate appendix to Your Offer. Offers that include either modifications to any of the solicitation's contractual requirements or an Offeror's standard terms and conditions may be deemed non-responsive and not considered for award.

1.33 OPENING PROPOSALS – INFORMATION NOT DIVULGED (FEB 2015): Offers will be publicly opened at the date/time and at the location identified on the Cover Page, or last Amendment, whichever is applicable. In competitive sealed proposals, neither the number, identity of Offerors nor prices will be divulged at opening. [Section 11-35-1530 & R. 19-445.2095(C)(1)]

1.34 PROTEST - CPO - MMO ADDRESS (JUN 2006): Any protest must be addressed to the Chief Procurement Officer, Materials Management Office, and submitted in writing (a) by email to: protest-mmo@mmo.state.sc.us, (b) by facsimile at 803-737-0639 or (c) by post or delivery to 1201 Main Street, Suite 600, Columbia, SC 29201.

1.35 UNSUCCESSFUL OFFERORS: Offerors not awarded a contract under this solicitation may request return of their proposals within thirty (30) calendar days after the notice of intent to award becomes the final statement of award. All cost of returns will be paid by the Offeror. Thirty (30) calendar days after the notice of intent to award becomes the final statement of award all materials submitted by firms not awarded a contract may be destroyed.

1.36 RELEASE OF CLAIMS: With the submission of a proposal, each Offeror agrees that it will not bring any claim or have any cause of action against PEBA based on any misunderstanding, failure by PEBA to properly convey the information, or failure by PEBA to provide the Offeror with pertinent information as intended by the RFP. Additionally, the Offeror, its officers, agents, or representatives waive and release PEBA and each and any entity, person, or other source providing any information concerning the Offeror, of any and all claims of any sort or variety whether in tort, contract or otherwise, whether known or unknown, regarding the Offeror's or subcontractor's past performance, products, services, personnel, reputation or its Subcontractors or any other information sought or obtained by PEBA, whether or not the information is relied on by PEBA. The Offeror agrees that it will assert no claims for proposal preparation costs arising from a protest, action or claim arising from the solicitation or award.

1.37 DISCUSSIONS AND NEGOTIATIONS (FEB 2015): Submit your best terms from both a price and a technical standpoint. Your proposal may be evaluated and your offer accepted without any discussions, negotiations, or prior notice. Ordinarily, nonresponsive proposals will be rejected outright without prior notice. Nevertheless, PEBA may elect to conduct discussions, including the possibility of limited proposal revisions, but only for those proposals reasonably susceptible of being selected for award. If improper revisions are submitted during discussions, PEBA may elect to consider only your unrevised initial proposal, provided your initial offer is responsive.

PEBA may elect to conduct negotiations as provided in Section 11-35-1530 (8).

PART 2

SCOPE OF PROPOSAL

It is the intent of the South Carolina Public Employee Benefit Authority (PEBA), in accordance with all requirements stated herein or attached hereto, to solicit proposals for Behavioral Health Management Services, to include tobacco cessation services, for both the State Health Plan and the MUSC Health Plan. The contract will be between PEBA and the Behavioral Health Manager.

PEBA will make one (1) award to one (1) Offeror. The award will be made to the highest ranked, responsive and responsible Offeror whose offer is determined to be the most advantageous to PEBA. Selection will be at the sole discretion of PEBA.

2.1 INTRODUCTION

PEBA is the state agency responsible for the administration and management of the state's employee insurance programs and retirement systems. Entities that participate in the employee insurance programs (all state agencies, public school districts, public higher education institutions and those eligible optional employers who have chosen to participate) must offer to all their eligible employees the entire package of available state insurance benefits, and allow individual employees to refuse all or any part of the state insurance benefits package. The group health, Basic Dental, Basic Life insurance and Basic Long Term Disability plans are the core benefits that participating entities must provide for each employee by paying a minimum contribution for each plan. Employees may also participate in Dental Plus, the State Vision Plan, Optional Life and Dependent Life insurance and Supplemental Long Term Disability. Active employees may participate in the State's cafeteria plan, called MoneyPlus, which includes flexible spending accounts. Health, dental and vision benefits are available to retirees and survivors.

PEBA offers the State Health Plan, a self-funded group health plan for active and retired employees, and their eligible dependents, of state agencies, public school districts, public higher education institutions and participating optional employers. PEBA also offers the MUSC Health Plan for employees, and their eligible dependents, of the Medical University of South Carolina (MUSC) and Medical University Hospital Authority (MUHA) and its owned hospitals. The MUSC Health Plan does not cover retirees of MUSC or MUHA or its owned hospitals. These retirees and their eligible dependents are covered under the State Health Plan. The State Health Plan and MUSC Health Plan are collectively referred to herein at times as the Plans.

The State Health Plan offers the Standard PPO Plan, the Savings Plan (a qualified high deductible health plan) and, for retirees enrolled in Medicare, the Medicare Supplemental Plan. The Standard Plan, Savings Plan and Medicare Supplemental Plan are grandfathered, Affordable Care Act (ACA)-compliant plans. As of March 2021, there are approximately 780 participating employers and 278,474 Subscribers who are enrolled in the State Health Plan. As of the same date, there are 491,121 total Members insured by the State Health Plan.

The MUSC Health Plan was introduced in January 2014. The MUSC Health Plan is a non-grandfathered, ACA-compliant plan, with inclusion of all covered preventive pharmacy services as mandated by the ACA. It also includes the federally-defined Maximum Out-of-Pocket (MOOP) for Members, requiring coordination with the pharmacy benefits manager to accumulate the MOOP in real time. As of March 2021, there are 12,377 Subscribers enrolled in the MUSC Health Plan, and 24,006 total Members insured by the MUSC Health Plan.

The Contractor shall prepare as if the other state-sponsored plans may be non-grandfathered effective at any time during the term of this contract.

Companion Benefit Alternatives (CBA) currently serves as the Behavioral Health Manager for PEBA under a contract that commenced January 1, 2017, and that will expire on December 31, 2021. The current monthly administrative fee paid to CBA is \$1.39 per Subscriber per month. The current Plan third-party medical claims processor and utilization manager is BlueCross BlueShield of South Carolina (BlueCross), and its contract expires December 31, 2023. The current pharmacy benefits manager is Express Scripts, Inc. (ESI), and its contract expires December 31, 2025.

Legislation enacted in 2000 that became effective January 1, 2002, mandated that the State Health Plan adopt mental health parity with the removal of all inside limits for behavioral health services. Although that legislation expired under a sunset provision included in the original law, new legislation enacted in 2005 requires that the State Health Plan continue to operate mental health parity in the same manner as introduced in 2002. In 2009, the Act was expanded to cover substance use disorders. Claims for mental health and substance use disorder services are subject to the same deductibles, coinsurance, coinsurance maximums and lifetime limits as medical claims. All services must be authorized by the Behavioral Health Manager to be eligible for payment, but there are no limits on the number of provider visits so long as the care is authorized as medically necessary by the Behavioral Health Manager. The Behavioral Health Manager must coordinate claims processing with the third-party medical claims processor, currently BlueCross, to provide for the comprehensive deductibles and coinsurance maximums in the Plan. In addition, the Behavioral Health Manager will be expected to collaborate with the third-party medical utilization manager and the pharmacy benefits manager on care management issues that will overlap between the respective functions.

The following services must be preauthorized:

- All inpatient services, which includes:
 - Inpatient-psychiatric and substance use disorder requests; and
 - Residential Treatment Centers (RTC) for psychiatric and substance use disorder requests.
- Outpatient services:
 - Partial Hospitalization (PHP);
 - Intensive Outpatient Program (IOP);
 - Outpatient Electroconvulsive Therapy (ECT) hospital and physician services; and
 - Repetitive Transcranial Magnetic Stimulation (RTMS).
- Repetitive transcranial magnetic therapy.
- Office setting:
 - Psychological/neuropsychological testing
- Applied Behavior Analysis (ABA Therapy).

Currently, PEBA offers tobacco cessation services as a separately solicited contract. CBA was awarded the contract to administer the tobacco cessation services and currently CBA contracts with Optum to provide a tobacco cessation program. Effective January 1, 2022, this program will be included in the behavioral health management contract.

Effective January 1, 2009, the State Health Plan added coverage of services for Autism Spectrum Disorder pursuant to Act 65 of 2007 as enacted by the South Carolina General Assembly. CBA provides these benefits in accordance with the behavioral health benefits section of the 2021 State Health Plan document and Section 38-71-280 of the S.C. Code of Laws, which require health insurance coverage for Autism Spectrum Disorder. All

services are subject to guidelines formulated by the Behavioral Health Manager and must be approved by the Behavioral Health Manager.

PEBA expects that the Offeror will address all issues in its proposal related to behavioral health benefits in a mental health parity environment in a first-class manner. These issues and services include providing effective cost containment and keeping the share of the benefits dollar consumed by behavioral health services under control; providing a network of providers that promotes access to services both geographically and by specialty; maintaining a strong clinical focus on the basis for service authorization decisions; taking a positive approach and keeping good relations with service providers and advocacy groups. This or any other general description contained in this RFP (such as in the first paragraph in the Scope of Work section) in no way alters or reduces the specific requirements contained in this solicitation for both submission of proposals and contract scope of work and performance requirements.

2.2 OBJECTIVE

PEBA seeks to obtain Behavioral Health Management Services for up to five (5) years. The initial term will be three (3) years (January 1, 2022, through December 31, 2024) with two (2) additional one-year (1-year) renewal terms.

PART 3

SCOPE OF WORK

The Contractor shall provide all personnel, goods and services necessary to administer and manage the Behavioral Health Program in conformance with the Plans' documents, all applicable laws and regulations, and in accordance with all of the requirements outlined in this Request for Proposal and the Offeror's response thereto. The Contractor shall also provide, as part of the Behavioral Health Services contract, a comprehensive evidence-based tobacco cessation program as proposed to Plan Members. The Contractor's tobacco cessation program shall help Members stop using cigarettes, electronic nicotine delivery systems (e-cigarettes, vape pens, etc.), cigars, pipes and smokeless tobacco. The Contractor's quit program should encourage Members that quitting tobacco is a lifestyle decision and not just a health decision. Payment will be made as a claim on a fee-for-service basis to be invoiced in the same manner as other claims. The services provided as part of the Behavioral Health Services contract, shall include, at a minimum, claims processing, utilization management, disease management, receipt of eligibility data, cost containment, customer services and reporting. The Contractor agrees that in the event of any disagreement about PEBA's requirements that might occur at any time during the term of the contract, Contractor will defer to and be governed by, without additional cost, PEBA's interpretation of its requirements so long as that interpretation is reasonable. This provision applies to all matters, including those arising from disputes concerning scope of work issues and whether particular items or efforts were included in the scope of work agreed to by the parties in this Request for Proposal.

The per Subscriber per month fixed administrative fee will constitute full payment for all personnel, goods and services necessary to administer and manage the Behavioral Health Program, including the Tobacco Cessation Program, as described in this Request for Proposal and the Offeror's response thereto.

A. Account and Personnel Management

1. The Contractor shall establish and maintain a physical business office in either Columbia, Charleston or Greenville, South Carolina, or Charlotte, North Carolina metro areas, or within one hundred (100) miles of PEBA's office in Columbia, South Carolina.

2. The Contractor shall maintain a service location staffed at a minimum by an account representative dedicated to PEBA's business, who shall provide ready access to PEBA staff. The account representative shall be knowledgeable about all aspects of the Behavioral Health Program and readily available by phone or email during regular working hours to address issues posed by PEBA. In addition, the Contractor shall have one (1) designated staff member to serve as the contact for the Tobacco Cessation Program.
3. The Contractor shall act as consultant to PEBA in the operation of the Behavioral Health Program and Tobacco Cessation Program by assisting PEBA in the ongoing review of the programs, and advising of new trends, techniques and programs.
4. The Contractor shall coordinate with the third-party medical claims processor (currently BlueCross) and the pharmacy benefits manager (currently ESI) for the Plans to integrate customer services, health and utilization management, claims processing and data reporting.
5. The Contractor shall meet with PEBA as necessary, but not less than quarterly, to review financial performance and service issues and to take corrective action as directed and approved by PEBA. One of the scheduled meetings should consist of an annual review at PEBA's office in Columbia, South Carolina, to review and summarize financial and clinical issues regarding the claims experience and financial performance of the Behavioral Health Program during the previous plan year. The Contractor shall also, during these meetings, assist PEBA in its ongoing review of the Behavioral Health and Tobacco Cessation programs, and advise PEBA as to the following:
 - a. Follow-up on, and status of, any agreed upon corrective action resulting from any preceding meetings;
 - b. Developments in the behavioral health and tobacco cessation industry as a whole;
 - c. Legal developments including, but not limited to, regulatory, administrative, statutory and judicial developments relating to behavioral health management. However, between such meetings, the Contractor must promptly, and not later than ten (10) business days following the date of the applicable development, notify PEBA of any changes in the law or regulations affecting mental health and substance abuse activities.

B. Claims Processing and Payment

1. The Contractor shall process all behavioral health claims (claims includes requests for preauthorizations and continuing stay reviews, where applicable) incurred on and after January 1, 2022, and up to and including December 31, 2026, in accordance with this RFP and all applicable statutory and Plan provisions. Provided, however, that following termination of this agreement, the Contractor shall continue to process all claims and appeals for the State Health Plan and MUSC Health Plan that were incurred during the term of the contract at no additional charge for a period of twelve (12) months.
2. The Contractor shall receive, date and control claims within twenty-four (24) hours of receipt.
3. The Contractor shall confirm the claimant's eligibility against the eligibility files supplied electronically by PEBA before authorizing benefits or processing the claim.
4. The Contractor shall determine whether a claim is payable as a medically necessary and covered service under the terms of the Plan.
5. The Contractor shall ensure the claims are reviewed thoroughly and appropriately. Clinical reviewers must spend an adequate amount of time on each review, cursory reviews and reviews that do not consider the

patient's history are unacceptable. The Contractor's records must document who reviewed the request; provide the credentials for the reviewer; how much time was spent on the reviews (date stamps will suffice); and an analysis of the applicable review criteria, Plan terms and patient history. Denials must include a robust analysis of why the claim is denied, with reference to the applicable Plan language, standards and determinations of applicable federal and state agencies and regulatory bodies, and utilization review and management standards established by the Contractor for the Plan, and as applied to the patient's history and submitted records.

6. The Contractor shall apply any and all applicable Plan exclusions.
7. The Contractor shall check claims history and prevent duplicate payments or payments that exceed contract limits.
8. The Contractor shall identify any claim that is unusual, in amount or service rendered, and review the claim.
9. The Contractor shall identify any instance where coordination of benefits, including Medicare, Workers' Compensation or subrogation, applies and take appropriate action to recover claims payments or other costs.
10. The Contractor shall maintain the necessary data link with the Plans' third-party medical claims administrator, currently BlueCross, or any successor, for application of deductible credit and out-of-pocket limits with the medical plan. Deductibles and out-of-pocket limits for behavioral health claims must be integrated with the medical plan.
11. The Contractor shall transmit in real time, or near-real time, the data necessary to coordinate application of Plan provisions, such as deductibles and out-of-pocket limits to the third-party medical claims administrator.
12. The Contractor shall maintain a history of all mental health and substance use disorder claims paid. No less than thirty-six (36) months of claims history shall be maintained in the claims processing system used to process claims.
13. The Contractor shall generate and remit claims payments to providers and an explanation of benefits notice or denial notice to providers and enrolled participants when claims are processed. If any part of the claim is denied by the Contractor, the explanation of benefits notice or denial notice must sufficiently describe the appeal process.
14. The Contractor shall adjudicate and pay claims according to a variety of provider reimbursement methodologies including, but not limited to, those provider reimbursement methodologies outlined in Attachment 7.
15. Provide an internal appeal process for all claim denials in accordance with the Plan documents, specifically Article 12.
 - a. If any part of a claim is denied by the Contractor and the Member requests a review within six (6) months after receiving notice of the decision from the Contractor, the Contractor must provide a review of the decision. If the Contractor continues to deny any part of the claim, the Member can appeal the Contractor's decision to PEBA.
 - i. The Contractor must also provide an expedited review process to providers, and allow providers no less than 48 hours after the initial denial to initiate an expedited review. The Contractor will resolve expedited review requests within 72 hours of receipt.

- ii. All internal appeal decisions, including for expedited review requests, will be reviewed thoroughly and appropriately. Clinical reviewers must spend an adequate amount of time on each appeal review, cursory reviews and reviews that do not consider the patient's history are unacceptable. The Contractor's records must document who reviewed the appeal request; provide the credentials for the reviewer; how much time was spent on the reviews (date stamps will suffice); and an analysis of the applicable review criteria, Plan terms and patient history. Appeal denials must include a robust analysis of why the appeal is denied, with reference to the applicable Plan language, standards and determinations of applicable federal and state agencies and regulatory bodies, and utilization review and management standards established by the Contractor for the Plan, and as applied to the patient's history and submitted records, including any submitted on appeal that were not considered during the initial denial.
- b. The Contractor will cooperate with PEBA's appeals process for disputed claims, providing personnel to supply complete accurate, timely and legible documentation as necessary to support the Contractor's decisions and assist PEBA in its review.
- c. The documentation shall be transmitted to PEBA within 10 business days of PEBA's request and must include at a minimum: (a) the determination, which should reflect sufficient understanding of the information relevant to the claim; reference to the information submitted by the Member; a robust analysis of why the claim was denied and reference to the applicable Plan language, standards and determinations of applicable federal and state agencies and regulatory bodies, and utilization review and management standards established by the Contractor for the Plans; (b) all documentation submitted on behalf of the Member regarding the claim; (c) a copy of the Plan language, standards and determinations of applicable federal and state agencies and regulatory bodies, utilization review and management standards, and any other standards relied upon by the Contractor; and (d) documentation of contacts with the Member or on behalf of the Member, whether via email, telephone or letter, regarding the claim.
- d. At all times, the Contractor shall provide access to pharmacy and medical advisors for further review of disputed claims or appeals as needed by PEBA.

16. If PEBA denies any part of a claim and the Member appeals to the courts, the Contractor will be responsible for providing legal representation to defend the denial. The legal representation is subject to PEBA's approval, and PEBA may at any time during the course of the Contract, in its sole discretion, for any reason or no reason at all, reject the offered counsel and require new counsel be retained on its behalf. The legal representation must include attorneys experienced in employee benefits defense or appearance before the South Carolina Administrative Law Court.

Following are appeal counts for **2019** and **2020** appeals. These do not include Level III appeals referred to PEBA. There were **six (6)** PEBA-level **appeal requests** in **2019** and **five (5)** PEBA-level **appeal requests** in **2020**.

	2019	2020
Clinical	187	43
Administrative	8	2
Total	195	45

C. Behavioral Healthcare Provider Networks

1. The Contractor shall operate and maintain a network of participating mental health and substance use disorder providers. Mental health and substance use disorder providers include psychiatrists, clinical psychologists, masters-level therapists and nurse practitioners. PEBA desires the maximum participation by all willing behavioral health providers and the greatest geographical coverage for the network within South Carolina, including rural areas.
2. The Contractor shall provide a continuum of treatment services and settings for delivery of medically necessary covered inpatient and outpatient behavioral health services at contracted fee-for-service rates.
3. The Contractor shall, in addition to developing and maintaining guidelines for coverage of Autism Spectrum Disorder in accordance with the Plans' provisions and Section 38-71-280 of the S.C. Code of Laws, develop and maintain a network of Applied Behavioral Analysis (ABA) providers certified by the Behavior Analyst Certification Board for the delivery of ABA therapy covered services. Board Certified Behavior Analysts that are contracted with the Contractor must provide direct supervision to their staff, including Board Certified Associate Behavior Analysts and/or any non-certified ABA therapists. Direct supervision includes the observation and oversight of the delivery of hands on ABA therapy by behavioral therapy staff.
4. The Contractor shall demonstrate on or before October 1, 2021, and to the satisfaction of PEBA at its sole discretion, that the networks are capable of commencing operation on January 1, 2022. The Contractor agrees to implement promptly any instructions from PEBA designed to accomplish full and successful implementation and ongoing performance in a timely manner as may be made from time to time without additional cost.
5. The Contractor shall work collaboratively with PEBA in a transparent and communicative manner regarding its network contracting, pricing and strategies. The Contractor shall communicate with PEBA any issues regarding network participation including resolutions to the effect that network participation impacts PEBA members. The Contractor shall make available any proprietary networks owned and operated by the Contractor and notify PEBA of any contracts, agreements or other arrangements that provide comparable goods and services to other behavioral health payors for a lower price or a discounted price, and make all such networks available to PEBA. The Contractor shall be transparent with their fee schedules and other network pricing agreements for covered services, including any updates or recommendations in reimbursement methodologies.
6. The Contractor shall provide PEBA with copies of provider level fee schedules and other network pricing agreements for covered services, including updates. The Contractor shall collaborate with PEBA in setting rates for fee schedules and other network pricing agreements. Historical data on network pricing should be retained in a manner that supports retrospective analysis of claims.

PEBA fully expects to use the Contractor's network of participating mental health and substance use disorder providers. **However, in the event that PEBA decides to enter into direct contract with such providers, the Contractor shall administer and manage the Plans' provider networks, including administration of existing contracts, investigation and resolution of reimbursement disputes between PEBA and the providers in the network, and the renewal of existing provider network contracts.** PEBA would provide the Contractor with at least one-hundred eighty (180) days' notice to transition to a direct contract arrangement. In this event, PEBA would maintain direct contracts with providers for mental health and substance use disorders in the provider networks and generally determine reimbursement rates with input from the Contractor. In this event, PEBA would

make all decisions concerning the design and operation of the provider networks and has the sole right to enter into any contracts with providers. The Contractor shall:

1. Review all applicants for membership in the provider networks, including a review of provider documentation/credentialing information provided by providers and available disciplinary information, including those current members of the Contractor's provider networks, to identify providers who do not meet generally accepted standards.
2. Advise PEBA regarding acceptance, rejection or termination of membership and report the results to PEBA.
3. Conduct an appeal process for any provider rejected for or terminated from membership and indemnify and hold harmless PEBA from any and all claims and damages arising from, asserted, or brought against the Contractor or PEBA hereunder.

D. Utilization Management

1. The Contractor shall provide utilization management services to review and evaluate proposed treatment and length of stay determinations for:
 - a. Determination of medical necessity;
 - b. Appropriate type and setting of care;
 - c. Continuing review of care;
 - d. Case management;
 - e. Discharge coordination and planning;
 - f. Out-of-area and emergency care;
 - g. Provider profiling; and
 - h. Retrospective review of claims.
2. The Contractor shall establish criteria and utilization review procedures that are consistent with the Plan, and generally recognized behavioral health management standards and procedures.
3. The Contractor shall coordinate behavioral health benefits for Members with co-occurring disorders, and coordinate between behavioral health care providers and other providers.
4. The Contractor shall identify service utilization problems and undertake corrective actions.
5. The Contractor shall collaborate with PEBA's pharmacy benefits manager, currently ESI, on any utilization review programs in place, to include the PBM's opioid management program, with the objective of minimizing the risks of adverse medical outcomes and promotes safety by ensuring appropriate care is provided and medications are prescribed.
6. PEBA contracts with an Evidence-Based Medicine Contractor, currently Active Health Management, to apply evidence-based clinical rules to Covered Person's claims data with the purpose of communicating specific and timely treatment improvement recommendations to health care providers. The Contractor shall cooperate with PEBA and the Evidence-Based Medicine Contractor by making claims data available to the Evidence-Based Medicine Contractor in mutually agreeable electronic formats. At present, PEBA desires to continue its current practice of having the Plan's third-party medical claims administrator, currently BlueCross, provide behavioral health claims data to the Evidence-Based Medicine Contractor from the claims information provided by the Behavioral Health Contractor. In the event PEBA decides to change its current practice, the Contractor shall establish the necessary data links with PEBA's Evidence-Based Medicine Contractor to allow

for the exchange of both eligibility and claims data for the Plan. The Contractor shall transmit data, at a minimum, on a monthly basis. A file layout with the required standard data elements will be provided.

E. Disease Management

1. The Contractor shall provide a disease management program for non-Medicare primary Members and advise and support PEBA in its health and disease management efforts. Programming offered should include care management and interventions around:
 - a. Depression;
 - b. Addictive behavior recovery support;
 - c. Substance use disorder peer recovery support;
 - d. Attention Deficit Hyperactivity Disorder (ADHD);
 - e. Bipolar disorder;
 - f. Stress management;
 - g. Assistance for moms across the child-bearing spectrum; and
 - h. Medication assistance treatment program.
2. The Contractor shall provide PEBA and/or its designated representative, in a secure manner by the 20th of each month, a detailed monthly disease management participation file. The monthly file should include at a minimum disease management programming Member, program participation (opt-in/opt-out), components of the program the member is participating in and the effective dates of participation.

F. Tobacco Cessation Program

1. The Contractor shall provide an evidence-based, comprehensive and customized tobacco cessation program to eligible Plan Subscribers, their covered spouses and dependent children ages 13 and older. The program will also be used as a reasonable alternative for Affordable Care Act (ACA) purposes. The comprehensive quit program should be personalized to encourage the most successful outcomes for participants and be available at no cost to the participant. The comprehensive program shall provide help with quitting all forms of tobacco use to include cigarettes, oral tobacco products, cigars, pipes, and electronic nicotine delivery systems (electronic cigarettes, vape pens, etc.). The program should at a minimum assist the participant with developing a customized quit plan, motivate the participant to quit, help identify triggers to using tobacco, and develop coping mechanisms to be successful in quit attempt.
2. The Contractor shall provide at a minimum the following tobacco cessation services:
 - a. Appropriate program kit and quitting aids (digital and physical kits options) that address self-help cessation techniques for tobacco products to include cigarettes, oral tobacco products, cigars, pipes and electronic nicotine delivery systems (electronic cigarettes, vape pens, etc.);
 - b. Telephonic, virtual or online counseling with a minimum of four (4) out-bound interactions and unlimited in-bound calls, virtual visits or web-based inquiries;
 - c. Live-call or virtual visit response and web-based response by trained cessation specialists to individuals seeking cessation support. A sufficient number of specialists must be trained and available to allow calls, visits and web inquiries to be handled in a timely manner;
 - d. Email and text capability, available as optional communication channels for proactive follow-up participant counseling and messaging;
 - e. Directly supply nicotine replacement therapy (NRT) to program participants at no cost to the participant within three (3) business days of participant's request to include but not limited to, patches, gum, lozenges and other acceptable NRT products;

- f. Resource for implications of the ACA regarding tobacco cessation programming;
 - g. Education materials on PEBA's tobacco cessation program to encourage provider and third-party administrator referrals; and
 - h. The Contractor shall provide types and cost of NRT products in its technical proposal.
3. The Contractor shall provide a tobacco cessation program that is available and customized to participants as an online/digital self-help platform and a 24 hour a day, 7 days a week toll-free quit line. Members should be able to enroll in the quit program either through the online platform or toll-free quit line, and be provided all necessary program materials regarding the program benefits.
 4. The Contractor shall collaborate with and advise PEBA on best practices and industry standards for establishing program outcome measures and evaluating the effectiveness of the Tobacco Cessation Program.
 5. The Contractor shall provide a Tobacco Cessation Program that can be aligned and compatible with PEBA's digital health and wellbeing platform, currently Rally Health, which is offered through PEBA's third-party medical claims administrator, BlueCross.
 6. The Contractor shall coordinate with the third-party medical claims processor, currently BlueCross, and the pharmacy benefits manager, currently ESI, to develop plans to promote tobacco cessation programming and to encourage participation in the program.
 7. The Contractor shall collaborate with PEBA's third-party medical claims administrator, currently BlueCross, to encourage member enrollment in the Tobacco Cessation Program through BlueCross' health coaching programs, digital health and wellbeing platform, or other forms of member engagement and contact such as PEBA's specific Plan website, statesc.southcarolinablues.com, which is maintained by BlueCross.
 8. The Contractor shall collaborate with PEBA to establish program goals including, but not limited to, successful quit rates and member engagement.
 9. The Contractor shall provide standardized reports, or an online reporting system capable of generating such reports, in a format and time schedule acceptable to PEBA, that shall include at a minimum:
 - a. Dashboard reporting with key performance indicators including but not limited to program metrics with actual results and program goals (i.e., participant counts, success rates and quit attempts);
 - b. Participant demographics to include age, gender, subscriber type, member type (subscriber or dependent) and type of tobacco use;
 - c. Method of entry in cessation program (i.e., telephonic, online);
 - d. Knowledge of the program (i.e., how they heard about the program);
 - e. Utilization statistics of services provided (i.e., web coaching, in/out-bound calls pharmacotherapy recommendation and NRT product usage);
 - f. Overall program participation by point of contact (i.e., telephonic, digital interaction); and
 - g. Projected Plan cost savings based on quit rate.
 10. The Contractor shall have the ability to provide daily a program participation file to PEBA and/or its third-party medical claims administrator, currently BlueCross, that includes but is not limited to, the following information:
 - a. Subscriber identifier (BIN);
 - b. Participant identifier (PEBA relationship code);

- c. Participant first name;
- d. Participant last name;
- e. Participant date of birth;
- f. Type of coaching (telephonic, web-based);
- g. Date of coaching session(s);
- h. Indicator for completed coaching sessions;
- i. Goals assigned;
- j. Goals accomplished;
- k. Date goals accomplished; and
- l. Pharmacotherapy recommended.

G. Eligibility of Subscribers and Computer Support

1. PEBA shall determine and maintain eligibility and enrollment information. PEBA shall provide the Contractor, on a daily basis, an electronic file of eligibility updates including adds, terminations, and changes since the last file transmission. The Contractor shall accept, process, maintain, and update eligibility information from the files provided by PEBA on a daily basis. The Contractor shall verify eligibility from eligibility data provided by PEBA and certify eligibility to hospitals and other providers of service in a timely manner. The Contractor shall refer to PEBA, for consideration and PEBA's final decision, any questions with respect to Member eligibility for benefits.
2. PEBA's eligibility database shall be considered the system of record and eligibility data stored on the Contractor's systems must mirror the eligibility data maintained by PEBA. Any modifications needed to accommodate PEBA eligibility data shall be done at the Contractor's expense. Any updates to PEBA's eligibility data will be made by PEBA, including information received from CMS pursuant to PEBA's voluntary data sharing agreement.
3. PEBA shall provide the Contractor, on a schedule determined by PEBA, a full positive enrollment file. It is anticipated that this type of file shall be provided by PEBA to the Contractor on an annual basis.
4. PEBA conforms to the Commercial X12 834 data transmission through electronic data interchange. The Contractor must support key based SFTP data transfers, unless otherwise pre-approved by PEBA. Data integrity, security requirements and HIPAA regulations require an encrypted connection for transfer of data. Secure online connections must support the most current best practice version of TLS for encryption unless otherwise pre-approved by PEBA. Connections other than web connections must use other best practice encryption, such as VPN, as approved by PEBA.
5. The Contractor shall provide PEBA with a daily acknowledgement of files received and entered in Contractor's system.
6. The Contractor shall provide PEBA with a daily processing report, in a format acceptable to PEBA, of any transactions that did not update when eligibility data sent from PEBA to the Contractor was entered into the Contractor's system.
7. The Contractor shall reconcile their enrollment records periodically with those provided by PEBA in accordance with procedures agreed upon by the Contractor and PEBA.

8. The Contractor shall maintain in its database occurrences of Subscriber history, including status changes (active, retired, COBRA, survivor) or a change in coverage level (subscriber only, subscriber/spouse, subscriber/child, full family, child only for COBRA and survivor enrollees) sufficient to adjudicate claims and reconcile eligibility data with PEBA.
9. The Contractor shall provide PEBA with a monthly membership file, containing only Covered Persons in an active status, for comparison to PEBA's database. PEBA will accept the file by FTP using VPN tunnel.
10. The Contractor shall accept Coordination of Benefits (COB) information from PEBA's third-part medical claims administrator, currently BlueCross in a manner agreeable to both the Contractor and BlueCross.
11. The Contractor shall provide on a monthly basis a set of claims data in electronic format to PEBA and/or its designated representative.
12. The Contractor shall provide a secure online connection for the purposes of permitting selected PEBA personnel access to make online inquiries of the Contractor's database of records regarding a Member's eligibility.
13. The Contractor's system shall be accessible by PEBA during all business days from 7:30 a.m. to 6 p.m. Eastern Time, Monday through Friday. PEBA equipment may require system accessibility outside the normal time frame mentioned above (i.e., enrollment periods or other unusual circumstances outside the normal scope of everyday operations) and other times required by PEBA.
14. PEBA shall provide the Contractor the ability to inquire into PEBA enrollment eligibility through Employee Benefit Services (EBS). The Contractor shall use EBS to respond to any enrollment questions from Subscribers or providers. The Contractor shall notify PEBA's Insurance Operations Manager when one of its employees who previously has been granted access to EBS leaves employment so that the employee's access to EBS can be removed.
15. The Contractor shall provide its personnel to train PEBA staff on the Contractor's system. Training shall be conducted initially during the Implementation Phase of the contract, and at least annually thereafter and shall include all updates and changes. The training shall take place in an environment agreeable to PEBA which may include in-person training at PEBA's office in Columbia, South Carolina.
16. The Contractor shall be responsible for transmitting and maintaining data security and confidentiality as required by state and federal law, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
17. The Contractor shall maintain encrypted database backups with such redundancy and in a manner that will eliminate disruption of service or loss of data due to system or program failures.
18. The Contractor shall maintain a disaster preparedness plan that will limit service interruption in case of emergency (force majeure) and will ensure compliance with all requirements under the Contract. The disaster recovery plan shall include a Recovery Point Objective (RPO) of within twenty-four (24) hours or less failover and recovery without loss of data, information or transactions. The disaster recovery plan must include a disaster recovery site or sites located outside the effects of common disaster that would otherwise impact the primary site.

19. The Contractor shall maintain a business continuity plan including provisions for the periodic testing of system failover, disaster recovery and redundant communication cutover.
20. To comply with confidentiality policies and applicable laws, the Contractor shall ensure it has the ability to restrict certain Subscribers from accessing contact or claim information for dependents with such an indicator on their profile. In addition, the Contractor will ensure that any mailings or communications for restricted dependents are sent to the separate address provided by PEBA. The Contractor will also ensure a separate authorized representative be documented on restricted dependent profiles and provide that authorized representative with the necessary access to handle the affairs of restricted dependents.

H. Financial Arrangements

1. Administrative fees payable to the Contractor

The administrative fees payable to the Contractor shall be considered full and complete compensation for all goods, services and requirements to provide third-party administrator behavioral health benefits to PEBA.

The total administrative fee remittance shall be determined exclusively by PEBA based upon the PEBA enrollment files. Administrative fees shall be based upon a snapshot enrollment count as of a specific calendar date prior to the upcoming month due. Administrative fees shall be paid on a per Subscriber per month basis and remitted to the Contractor monthly by the 15th working day of the current month per PEBA's working schedule. All disbursements of administrative fees shall be processed via ACH (Automated Clearing House) transaction to the financial institution provided by the Contractor. ACH transactions will be initiated by the S.C. State Treasurer.

For the Tobacco Cessation Program, the Contractor shall receive as a claim a one-time per participant completion fee based on enrolled participants who complete the Program. Currently, completion in the Tobacco Cessation Program is defined as successfully completing five (5) activities.

The Contractor shall receive reimbursement as a claim on a fee-for-service basis for nicotine replacement therapies (gum, lozenges, and patches).

The Contractor should not provide invoices for administrative fees to PEBA. PEBA shall provide documentation to the Contractor validating the administrative fee remittance.

2. Claims reimbursements to the Contractor

The Contractor shall accept claims reimbursements weekly for claims payments. Reimbursements from PEBA should not be held in an account resulting in accrual of earnings to the Contractor.

The Contractor shall provide viable claims invoices to PEBA via secured web-based access to assigned PEBA personnel and/or to a unique email address as specified by PEBA. Claims invoices must clearly identify the claims period and provide itemization of claims, credits, refunds and offsets for each behavioral health plan identified by PEBA as available to Members. Separate and distinct claims invoices and/or clearly defined itemization shall be provided by the Contractor for each behavioral health plan identified by PEBA. The layout of claims invoices must be in an acceptable format approved by PEBA.

PEBA shall remit reimbursement to the Contractor within three to five (3-5) business days following receipt of viable claims invoices subject to completion of the payment process by the S.C. State Treasurer (typical processing is completed in two to three business days). All claims reimbursements shall be processed via ACH transaction to the financial institution provided by the Contractor. ACH transactions will be initiated by the S.C. State Treasurer.

3. All disbursements and remittances to the Contractor for administrative fees and claims reimbursements, as well as any additional disbursements occurring during the contract period, shall be forwarded to one financial institution account held in the Contractor's name as provided by the Contractor. PEBA will not issue payments related to the contract to third parties or subcontractors. The Contractor shall process all PEBA transactions with a financial institution and accounts identifiable as separate from all other of the Contractor's business processes. PEBA shall require a minimum of 60 days' notification of a change in the financial institution provided by the Contractor for receipt of PEBA remittances.
4. The Contractor shall assist PEBA in meeting any federal compliance requirements occurring during the contract period that are associated with self-insured behavioral health plans. Federal compliance requirements shall be defined and resolved upon each occurrence during the contract period.
5. The Contractor shall provide monthly reconciled bank statements from the financial institution used by the Contractor for PEBA business and related reports to PEBA which identify receipt of PEBA claims reimbursements, refunds, overpayments, collections and write off activity related to all behavioral health plans offered by PEBA. PEBA shall have input with the Contractor in approving the reports. Reports should be forwarded to PEBA via the same secure web-based portal or unique email address as used for transmission of claims invoices. Reports should be forwarded to PEBA in 45 days or less following the end of each month.
6. The Contractor shall provide a Statement on Standards for Attestation Engagement #18 (SSAE 18) report to PEBA by August 15 each year (both SOC1 type 2 report and a SOC2 report should be provided). The report should cover no less than 50 percent of the period in which the Contractor provided services to PEBA through June 30 of the same year.

I. Customer Service

1. The Contractor shall provide customer service representatives, with training on the specific features of the behavioral health benefits of the Plans, to respond to written and telephone inquiries from subscribers, providers, agencies and PEBA administrative staff, to answer general questions, provide assistance with accessing benefits, and to resolve claims payments problems.
2. The Contractor shall assist Subscribers, providers and PEBA administrative staff via dedicated toll-free customer service telephone line(s). The telephone line should be fully staffed with knowledgeable customer service representatives (not a recording), and open for at least ten (10) hours daily during normal business hours and on the same business days as PEBA. The Contractor will be required to demonstrate that it has established and staffed telephone lines by December 1, 2021.
3. The Contractor shall assist Subscribers via a dedicated toll-free telephone crisis line staffed at all times, twenty-four (24) hours per day, including weekends and holidays, by qualified personnel who can provide referrals and assistance for emergencies to Subscribers, if necessary.

4. The Contractor shall provide or collaborate with PEBA's third-party medical claims administrator to use their digital navigation platform, currently BlueCross' My Health Toolkit, transparency tools and any other digital applications used by PEBA's members that enhance the user experience.
5. The Contract shall provide callers with a PEBA specific survey instrument to gauge customer satisfaction with the Contractor. Measures should include, but are not limited to, wait time, courtesy of staff, knowledge of product, willingness to assist, and problem resolved/question answered. Satisfaction survey results shall be submitted to PEBA quarterly with a minimum 95 percent overall satisfaction rate on the key components identified and have a minimum response rate of 10 percent of utilizing members. An assessment of \$5,000 per quarter shall be levied against the Contractor for each quarter the Contractor fails to obtain a minimum response rate of 10 percent of callers or a 95 percent overall satisfaction rate as liquidated damages for the Contractor's failure to meet this performance standard. The survey instrument shall be subject to review and approval by PEBA.
6. The Contractor shall conduct an annual Customer Satisfaction Survey for participants to gauge satisfaction with the Contractor. The Customer Satisfaction Survey must be approved by PEBA prior to distribution. Results must be submitted to PEBA.
7. The Contractor shall ensure the confidentiality of Member information in responding to inquiries.

Following are counts of customer service web inquiries for 2019 and 2020

	2019	2020
Web inquiries	84	66

J. Communications and Training

1. The Contractor shall furnish communication information on covered behavioral health benefits to Subscribers, benefits administrators and behavioral health care providers. Communications should describe the features, operations and any changes of the behavioral health benefit and increases awareness of the benefits and changes. Communications with PEBA, Subscribers, benefits administrators and providers will be undertaken to ensure that electronic data transfer, fax, telephone, and hard copy transfer of information are accurate, secure and efficient, as determined by PEBA.
2. The Contractor shall work collaboratively with PEBA's Communications Department and Analytics and Health Initiatives staff to develop a variety of targeted marketing content and deliverables, and provide timelines for their development. Marketing plans and all collateral are subject to approval by PEBA's Communications Department prior to actual use. Materials include, but are not limited to:
 - Reimbursement claim forms. For situations where a manual/paper claim form is needed to file for benefits, the Contractor should develop, store and distribute such a form as necessary and provide upon request. Both PEBA and the Contractor would also house the form in interactive (fillable) format online in a PDF or similar format.
 - A web-based directory of all participating network providers that is updated at least monthly. A paper directory shall be provided upon request.
 - Targeted campaigns to promote benefits and services that include turnkey toolkits for benefits administrators (posters, flyers, email templates, social media posts, article templates etc.) and content for various media (e-blasts, text messaging, social media, video).

4. The Contractor shall provide personnel with experience in marketing and communications for a quarterly communications conference call in which initiatives, campaigns and progress will be discussed. Recommend specific communications plans and goals in accordance with the overall management of the behavioral health benefits during these calls. Reporting of general and targeted metrics and status updates, as well as operational updates, will be required as well. Other calls may be scheduled in addition to quarterly calls in order to meet deadlines for campaigns.
5. The Contractor shall ensure that all informational materials, letters and marketing collateral are cobranded with PEBA's logo and the Contractor's logo according to PEBA's identity guidelines for vendors. The Contractor's logo should be labeled as "Administered by:" to reflect the relationship between PEBA and the Contractor. The Contractor should follow other guidelines including size of logo, colors, typography and other styles as identified in the identity guidelines and will also adhere to Associated Press style guidelines. All materials must be reviewed and approved by PEBA's Communications Department prior to use.
6. The Contractor shall develop, print, distribute and mail (including processing of returned mail), at its own expense, all approved communications materials and items. Distribution to active employees is through the employee's benefits administrator and by mail to addresses of eligible retirees, COBRA participants and survivors.
7. The Contractor shall not conduct any mass paper or electronic mailings to participants or contact benefits administrators or other State group benefits personnel without the prior express permission of PEBA.
8. The Contractor shall provide a website that is accessible without entering a password that includes information specific to the behavioral health benefits and features available through PEBA. The website shall explain the benefits and value of the Plan's features, and provide helpful resources, including how to find a network provider. Website content must be reviewed and approved by PEBA's Communications Department prior to use.
9. The Contractor shall provide materials and an adequate number of its personnel as needed to inform providers, employers and Subscribers of rules, updates, changes, and other features of the behavioral health benefits, especially during the October open enrollment period. Training and education sessions may be held at PEBA or various employer sites statewide. All materials distributed by the Contractor are subject to prior approval by PEBA's Communications Department.
10. The Contractor shall provide personnel at PEBA's annual Benefits at Work Conference, which is typically held over a multi-day period each year in August/September, beginning in August/September 2021. Approximately three-hundred and fifty (350) benefits administrators and other essential benefits personnel attend each day. Traditionally, the conference has been held in Columbia, South Carolina; however, the Contractor is required to provide personnel at the conference regardless of the in-state location and dates. PEBA's contractors are responsible for hosting a table each day of the conference, providing printed promotional and educational materials, answering questions from benefits administrators and PEBA staff, and engaging with those in attendance at the conference. All information and materials to be distributed by the Contractor at the conference must be approved in advance by PEBA's Communications Department.

K. Reporting

1. The Contractor shall provide standardized reports, or an online reporting system capable of generating such reports, in a format acceptable to PEBA, that includes at a minimum:
 - Utilization requests and authorizations
 - Inpatient days requested and authorized by diagnosis.
 - Transitional setting treatments requested and authorized by diagnosis.
 - Other ambulatory setting treatments requested and authorized by place and by diagnosis.
 - Timing reports (i.e. length of time between authorization and treatment) for:
 - Inpatient;
 - Transitional settings; and
 - Other ambulatory settings.
 - Denied services for:
 - Inpatient;
 - Transitional settings; and
 - Other ambulatory settings.
 - Denied authorization reasons for:
 - Inpatient;
 - Transitional settings; and
 - Other ambulatory settings.
 - Utilization measures
 - Utilization summaries.
 - Inpatient admits and days by reimbursement methodology.
 - Transitional setting services by diagnosis.
 - Other ambulatory setting services by place of treatment and diagnosis.
 - Network performance
 - Utilization by provider type.
 - Utilization by provider location.
 - Utilization by network participation (in-network and out-of-network)
 - Access (patient origin).
 - Cost
 - Covered charge summaries.
 - Covered charge detail by:
 - Inpatient by reimbursement methodology;
 - Transitional settings by diagnosis;
 - Other ambulatory settings by place and by diagnosis; and
 - Month.
2. The Contractor shall provide to PEBA and/or its designated representative, a detailed paid claims transaction file that is transmitted weekly, in a secure manner to PEBA or its designee, within seventy-two (72) hours following request for payment to PEBA. The Contractor may be required to modify the contents of this paid claims file to reflect any changes made by PEBA to the Plan. The Contractor shall be required to supply all digits of an ICD classification captured during the claim adjudication process.
 - a. Subscriber SSN
 - b. Subscriber BIN

- c. Subscriber first name
- d. Subscriber last name
- e. Subscriber middle initial
- f. Enrolled plan code (i.e. Savings Plan, Standard Plan, Medicare Supplemental Plan, MUSC Health Plan)
- g. Accounting structure (i.e. PEBA group code, division, internal accounting)
- h. Patient SSN
- i. Patient first name
- j. Patient last name
- k. Patient middle initial
- l. Patient date of birth
- m. Patient relationship to the insured
- n. Patient gender
- o. Pay to provider identifier
- p. Pay to provider NPI
- q. Pay to provider name
- r. Pay to provider specialty
- s. Pay to provider ZIP code
- t. Rendering provider identifier
- u. Rendering provider NPI
- v. Rendering provider name
- w. Rendering provider specialty
- x. Rendering provider ZIP code
- y. Source of Admission
- z. Referring provider identifier (if applicable)
- aa. Referring provider NPI (if applicable)
- bb. Referring provider name (if applicable)
- cc. Referring provider specialty (if applicable)
- dd. Referring provider ZIP Code (if applicable)
- ee. CPT4 code (if applicable)
- ff. CPT4 code modifier 1 (if applicable)
- gg. CPT4 code modifier 2 (if applicable / available)
- hh. HCPCS code (if applicable)
- ii. HCPCS code modifier 1 (if applicable)
- jj. HCPCS code modifier 2 (if applicable)
- kk. NDC code (if available and required for all physician administered medications including “dump” codes)
- ll. NDC description
- mm. Revenue code (if applicable)
- nn. UB-04 bill type
- oo. DRG code (if applicable)
- pp. Discharge status (if applicable)
- qq. APC code (if applicable)
- rr. APC payment status code (if applicable)
- ss. Claim identification
- tt. Claim status (i.e. original submission, positive adjustment, negative adjustment, denied)
- uu. Payment methodology (i.e. DRG, APC, Fee Schedule)
- vv. Beginning date of service
- ww. Ending date of service

xx.	Admission date (if applicable)
yy.	Discharge date (if applicable)
zz.	Claim processed date
aaa.	Claim received date
bbb.	Admission ICD diagnosis (if available)
ccc.	Admission ICD POA indicator (if available)
ddd.	Primary ICD diagnosis
eee.	Primary ICD POA indicator (if available)
fff.	Second ICD diagnosis (if available)
ggg.	Second ICD POA indicator (if available)
hhh.	Third ICD diagnosis (if available)
iii.	Third ICD POA indicator (if available)
jjj.	Fourth ICD diagnosis (if available)
kkk.	Fourth ICD POA indicator (if available)
lll.	Fifth ICD diagnosis (if available)
mmm.	Fifth ICD POA indicator (if available)
nnn.	Primary ICD procedure (if applicable)
ooo.	Primary ICD procedure date (if applicable)
ppp.	Second ICD procedure (if applicable / available)
qqq.	Second ICD procedure date (if applicable)
rrr.	Third ICD procedure (if applicable / available)
sss.	Third ICD procedure date (if applicable)
ttt.	Fourth ICD procedure (if applicable / available)
uuu.	Fourth ICD procedure date (if applicable)
vvv.	Fifth ICD procedure (if applicable / available)
www.	Fifth ICD procedure date (if applicable)
xxx.	Sixth ICD procedure (if applicable / available)
yyy.	Sixth ICD procedure date (if applicable)
zzz.	Seventh ICD procedure (if applicable / available)
aaaa.	Seventh ICD procedure date (if applicable)
bbbb.	Eighth ICD procedure (if applicable / available)
cccc.	Eighth ICD procedure date (if applicable)
dddd.	Ninth ICD procedure (if applicable / available)
eeee.	Ninth ICD procedure date (if applicable)
ffff.	Tenth ICD procedure (if applicable / available)
gggg.	Tenth ICD procedure date (if applicable)
hhhh.	Place of service
iiii.	Place of Treatment (CMS definitions)
jjjj.	Type of service
kkkk.	Units of service
llll.	Metric quantity (if physician administered medication)
mmmm.	Submitted charge
nnnn.	Not covered amount
oooo.	Not covered reason
pppp.	Discount amount
qqqq.	Medicare / COB indicator
rrrr.	Medicare covered
ssss.	Medicare paid
tttt.	Other insurance paid

uuuu. State covered amount
 vvvv. Deductible
 wwww. Coinsurance
 xxxx. Copayment
 yyyy. Per occurrence deductible (if applicable)
 zzzz. Plan payments

3. The Contractor shall provide a full provider file in electronic format to PEBA and/or its designated representative by the tenth (10th) business day of each month in a secure fashion. The Contractor may be required to modify the contents of this provider file to reflect any changes made by PEBA to the Plan. The file should include at a minimum the following information:
 - a. Provider ID (internal format and linkable to claims extract)
 - b. Previous Provider ID (if applicable)
 - c. Previous ID Termination Date
 - d. Effective date (for the information contained in this record)
 - e. Ending date (for the information contained in this record)
 - f. Provider FEIN / TIN
 - g. Provider Owner FEIN (if applicable)
 - h. Provider NPI
 - i. Provider Name
 - j. Provider Address (Line 1)
 - k. Provider Address (Line 2)
 - l. Provider City
 - m. Provider State
 - n. Provider Zip
 - o. Provider Area Code
 - p. Provider Phone Number
 - q. Provider Specialty
 - r. Par / Non Par Indicator
 - s. Provider County
 - t. Provider Secondary Specialty
 - u. Provider Tertiary Specialty
 - v. Is the Provider Closed
 - w. An indicator to tell if the provider is a Telehealth provider
 - x. Provider Owner NPI
 - y. Par Effective Date
 - z. Type of provider Ex: (Hospital, Rehab center, Day facility)
4. The Contractor shall provide, **within 50 days of the end each quarter**, reports that will confirm compliance or non-compliance with each of the proposed performance standards. The Contractor agrees to modify these reports both as to form and contents as may be requested from time to time by PEBA at no additional cost to PEBA.
5. The Contractor shall provide a limited number of ad-hoc or customized reports as are reasonably necessary to estimate cost impact of benefit modifications and to monitor performance of the contract at no additional cost to PEBA.
6. The Contractor shall provide any other reports necessary to satisfy local, state or federal laws and/or regulations at no additional cost to PEBA.

L. Performance Standards and Guarantees (Liquidated Damages)

1. Performance shall be provided in a first-class manner. The Contractor shall be responsible to PEBA and liable for any delay, breach or non-performance of any portion of the contract including but not limited to overpayment, underpayment or nonpayment. The Contractor shall strictly adhere to their proposed performance standards and guarantees (liquidated damages) for deviation from those standards as finally agreed to between PEBA and Contractor. All Offerors are required to submit both proposed standards (guarantees) for performance and penalties for deviation from those standards. Proposed penalties may vary depending on such factors as severity (e.g. number of persons impacted), frequency of failure to meet the performance standards both as to the same or different failure(s), and financial impact to PEBA.

M. Implementation Plan

1. The Contractor shall prepare, implement and execute a Final Implementation Plan. The Final Implementation Plan shall be based upon the proposed implementation plan and shall outline, in detail, all the tasks necessary to begin full operations on January 1, 2022. The Final Implementation Plan shall specify expected dates of completion of all necessary tasks, how the tasks will be accomplished, the identity of the person(s) responsible for each task. The Contractor agrees to implement promptly any instructions from PEBA designed to accomplish full and successful implementation in a timely manner and ongoing performance as may be made from time to time without additional cost.
2. The Contractor shall submit the Final Implementation Plan to PEBA for review within ten (10) business days after the notice of intent to award becomes the final statement of award (**tentatively July 5, 2021**). Implementation activities shall not commence prior to PEBA approval of the Final Implementation Plan.
3. The Contractor shall submit a written report of progress to PEBA every week during the Implementation phase. The progress report shall specify accomplishments during the report period in a task-by-task format, whether the implementation tasks are being performed on schedule and any administrative problems encountered. The report shall be due by the close of business each Friday.
4. The Contractor's Final Implementation Plan shall be accomplished in a manner to minimize interference with normal operations and services for both PEBA and the current contractor.
5. In the event of any failure by the Contractor to strictly adhere to the Final Implementation Plan, as agreed upon between the Contractor and PEBA (and without the express written waiver of PEBA before the date of the agreed upon time for completion), the Contractor shall pay PEBA the amount of \$1,000 per day, up to a maximum of five percent (5%) of the annual administrative fee under the contract, (Contractor's quoted per Subscriber per month administrative fee times 291,354 subscribers) which shall be paid directly to PEBA. If, after fifteen (15) days' notice, the Contractor has failed to pay any amount due hereunder, the amount shall be withdrawn from the security.

PART 4

QUALIFICATIONS

4.1 QUALIFICATIONS OF OFFEROR

- a. To be eligible for award, the Contractor must have the capability in all respects to perform fully the Contract requirements and the integrity and reliability which will assure good faith performance. PEBA may also consider a documented commitment from a satisfactory source that will provide the Contractor with a capability. PEBA may consider information from any source at any time prior to award. PEBA may elect to consider key personnel, any predecessor business and any key personnel of any predecessor business, including any facts arising prior to the date a business was established.
- b. The Contractor must promptly furnish satisfactory evidence of responsibility upon request. Unreasonable failure to supply requested information is grounds for rejection.
- c. Corporate subsidiaries are cautioned that the financial capability of an affiliated or parent company will not be considered in determining financial capability; however, PEBA may elect to consider any security (e.g., letter of credit, performance bond, parent-company corporate guaranty) that the Contractor offers to provide. Instructions and forms to help assure acceptability are posted on procurement.sc.gov, under Legal, then Standard Clauses & Provisions.

Offers should provide the following information or documentation. This information, and other information in PEBA's discretion, will be used to determine your responsibility:

- a. Most current financial statement, financial statements for the last two fiscal years, and information reflecting your current financial position. If Offeror has audited financial statements meeting these requirements, Offeror must provide those statements.
- b. A list of failed projects, suspensions, debarments and significant litigation.

4.2 MANDATORY MINIMUM QUALIFICATIONS

In order for an Offeror to be considered for an award it must demonstrate that it possesses, as of the date of proposal submission, all of the following minimum qualifications:

- a. Offeror must have a minimum of three (3) years' experience working on projects of similar size and scope.
- b. Offerors must currently adjudicate behavioral health claims at full parity, fully coordinated with a comprehensive medical plan it does not administer, for at least 250,000 covered lives. Offerors should provide detailed information to establish that they currently adjudicate behavioral health claims at full parity, fully coordinated with a comprehensive medical plan it does not administer, for at least 250,000 covered lives.
- c. Offerors must currently process behavioral health claims for at least 1,000,000 covered lives. Offerors should provide detailed information to establish that they currently process behavioral health claims for at least 1,000,000 covered lives

- d. Offerors must currently process a behavioral health claims volume of at least \$40 million annually. Offerors should provide detailed information to establish that they currently process a behavioral health claims volume of at least \$40 million annually.
- e. Offerors must have successfully administered and managed a Plan under mental health parity with the essential features described in this RFP for at least three (3) groups of 25,000 members. Offerors should provide detailed information to establish that they have successfully administered and managed a Plan under mental health parity with the essential features described in this RFP for at least three (3) groups of 25,000 members.
- f. Offerors must have been in the business of providing behavioral health management services to large employers, including public sector employers that maintain self-insured health plans, for at least five (5) years. Offerors should provide detailed information to establish that they have been in the business of providing behavioral health management services to large employers, including public sector employers that maintain self-insured health plans, for at least five (5) years.

While PEBA believes that an Offeror (or, if applicable, a Subcontractor) who does not meet these minimum requirements cannot successfully and fully perform the contract, Offerors are cautioned that the existence of these factors does not constitute a finding that an Offeror is responsible. In evaluating an Offeror's responsibility, the State Standards of Responsibility [R.19-445.2125] and information from any other source may be considered. An Offeror must, upon request of the PEBA, furnish satisfactory evidence of its ability to meet all contractual requirements. Unreasonable failure to supply information promptly in connection with a responsibility inquiry may be grounds for determining that you are ineligible to receive an award. S.C. Code Section 11-35-1810.

Any Offeror not meeting these requirements will not be considered for award, and therefore will not be evaluated. In its proposal, each Offeror shall respond to this section and declare whether it meets the requirement and, if so, provide detailed specifics that satisfy that requirement.

PART 5

INFORMATION FOR OFFERORS TO SUBMIT

Proposals will be accepted only from the entity that will be providing the services hereunder. **Offerors shall submit a signed transmittal sheet indicating that it has submitted the following:**

- a. Please include Offeror's name, the solicitation number, and the appropriate title on the label for hard copies and for USBs submitted in response to this RFP. (i.e. Acme Corp., PEBA0312021, Technical Proposal Original; Acme Corporation, PEBA0312021, Business Proposal Original; Acme Corporation, PEBA0312021, Copy 1 of 5, etc.) Each USB should be labeled as above with the Offeror's name clearly listed on each label.
- b. One (1) original and five (5) identical spiral bound copies of the Offeror's Technical Proposal. Proposals should be prepared on 8½"×11" paper, spiral bound length-wise, with tabs to separate. Please label copies 1 of 5, 2 of 5, etc.
- c. One (1) original marked and five (5) labeled USB flash drives containing a copy of the Offeror's Technical Proposal Response (in MS Word, MS Excel and/or PDF format where appropriate). Please label copies 1 of 5, 2 of 5, etc.

- d. One (1) original and one (1) spiral bound paper copy of the Offeror's Business Proposal. Proposals should be prepared on 8½"×11" paper, spiral bound length-wise, with tabs to separate.
- e. One (1) labeled USB flash drives containing a copy of the Offeror's Business Proposal.
- f. One (1) USB flash drive containing a redacted version of the Offeror's original Technical Proposal.
- g. One (1) USB flash drive containing a redacted version of the Offeror's original Business Proposal.

Both the Technical Proposal and the Business Proposal should be submitted separately, and each marked respectively with "Section 5.1: Technical Proposal" and "Section 5.2: Business Proposal." No information from the Business Proposal should be included in the Technical Proposal.

Offerors are required to mark the original copy of their offer to identify any information that is exempt from public disclosure. Offerors must do so in accordance with the clause entitled "Submitting Confidential Information." In addition, Offerors should also submit one USB flash drive of their offer from which they have removed any information that they marked as exempt (i.e., a redacted copy). The information redacted should mirror in every detail the information marked as exempt from public disclosure. The redacted copy should (i) reflect the same pagination as the original, (ii) show the empty space from which information was redacted, and (iii) be submitted on a USB flash drive. File format shall be Microsoft Word 2007 or later. Except for the redacted information, the USB flash drive must be identical to the original hard copy and accessible for reproduction by PEBA.

Offerors should submit the following information for purposes of evaluation. PEBA desires a detailed written submission so that it can make an accurate comparison of all proposals received. Please be specific in your answers. The Proposal shall include the following sections and shall be presented in the listed order below.

5.1 TECHNICAL PROPOSAL

The Technical Proposal shall include the following sections and shall be presented in the listed order.

5.1.1 COVER PAGE

Offerors must submit a signed copy of the cover page (Page one and two) with their offer. By submitting a Proposal, Offeror agrees to be bound by all of the terms of the RFP. Offerors agree to hold their offer open for a minimum of one-hundred twenty (120) calendar days after the Opening Date.

5.1.2 EXECUTIVE SUMMARY

An Executive Summary shall be provided with the Offeror's Proposal. The Executive Summary should include a brief description of the Offeror's understanding of the scope of services and their ability to provide the required services. The Executive Summary should be brief and signed by an individual who is authorized to commit the Offeror to the services and requirements as stated in this RFP. The Executive Summary shall be provided with the Offeror's Proposal. The Executive Summary should bear the name and address of the Offeror, the title of this RFP, and acknowledgement of the receipt of any amendments.

Statement of Acceptance: Offerors shall reply to Part 1 Instructions to Offerors-A. General Instruction; Part 1 Instructions to Offerors-B. Special Instructions; Part 2 Scope of Proposal; Part 3 Scope of Work; Part 4 Mandatory Minimum Qualifications; Part 7 Terms and Conditions-A. General; and Part 7 Terms and Conditions-B. Special; and Part 8 Attachments to Solicitation by declaring that the Offeror fully understands, agrees to and will comply with all of the provisions/requirements/terms in each of these Parts. Offerors shall include this Statement of Acceptance in their Executive Summary. Please note that PEBA considers unacceptable any proposal containing deviations, exceptions or caveats to the RFP that have not been submitted for consideration during the question and answer phase and adopted by PEBA.

Mandatory Minimum Qualification: Offerors shall certify in writing that they meet all the Mandatory Minimum Qualifications outlined in Part 4, Mandatory Minimum Qualifications. Any Offeror not meeting the Mandatory Minimum Qualifications will not be considered for award, and therefore will not be evaluated.

Subcontracting: Offerors should identify any subcontractor(s) by name, define the relationship, the services to be performed by the subcontractor and the years of experience. The Offeror's contract with the subcontractor(s) should require the subcontractor(s) to comply with all of the requirements contained in this RFP.

References: Offerors should provide not less than three (3) reference accounts from the list of 5 under Section 5.1.5 Background and Qualifications, Item 6 (excluding the state of South Carolina). Include the name of person to contact, title, telephone number and email address.

Provide the following information for a minimum of three companies/entities of similar size and scope that are familiar with your work.

- a. Company/entity name.
- b. Date that your company worked for the above named business/entity.
- c. The type of services provided to the business/entity.
- d. Name and position of the person familiar with your work.
- e. Mailing address, phone number and email address for the above named person.

5.1.3 TABLE OF CONTENTS

The Proposal should include a Table of Contents that lists page number references. The Table of Contents should be in sufficient detail to facilitate easy reference to the sections of the Proposal and separate attachments, which shall be included in the main Table of Contents. If supplemental materials are included with the Proposal, each copy of the Proposal should include such supplemental materials. Supplemental information (i.e., information not required) and attachments included by the Offeror should be clearly identified in the Table of Contents and provided as a separate section.

5.1.4 APPROACH

Offerors should describe in detail their approach to providing Behavioral Health Management services under this contract for their employer based book of business (non-Medicare and non-Medicaid). Offerors, in describing their detailed approach should, at a minimum, restate each of the items below and provide their response (approach) to that item immediately thereafter.

A. Account and Personnel Management

1. Offerors should describe in detail their approach to managing PEBA's account. In describing their approach, Offerors should describe how they would assign personnel to perform all of the obligations and requirements of the contract.
2. Offerors should provide the name, background, qualifications and location of the account representative who will be assigned to PEBA.
3. Offerors should describe the location(s) from which services will be delivered under this contract.

B. Claims Processing and Payment

1. Offerors should describe in detail their approach to claims processing and adjudication. Provide a detailed description of the procedures used to review, verify and pay a claim. State the average turn-around time for a:
 - Clean claim;
 - Request for pre-certification of health services;
 - Response to Subscriber inquiry; and
 - Response to provider inquiry.

State the percentage of all claims processed without error. Describe error prevention procedures used as well as procedures used to classify and correct claims processing errors. Describe the procedures you will use to resolve Medicare secondary payer claims. State the location of the facility that will process the claims submitted by Plan Subscribers.

2. Offerors should describe their paid claims history capabilities including what data elements are provided.
3. Offerors should provide a detailed description of the Offeror's understanding and approach to identifying any instance where coordination of benefits, Workers' Compensation or subrogation applies, and what actions are taken to recover claims payments or other costs. Offerors should provide information on cost containment procedures used including, but not limited to: subrogation, coordination of benefits, pre- and post- claim review, and identification of duplicate claims and high cost procedures or providers.
4. Offerors should describe their internal appeals process for claims denials, including requests for peer-to-peer reviews, expedited appeal requests, denials of preauthorizations, and denials of services already received. Offerors should describe how they communicate the appeals process to providers and communicate with providers and patients throughout the appeals process. Offerors should describe how it would cooperate with the operation of PEBA's appeals process for disputed claims. Offeror should also provide samples of approval and denial letters.

5. Does the Offeror own the adjudication platforms (hardware, software, and communications) used to perform claim processing?
6. Does the Offeror own the code that is used to build all system platforms that govern the claim adjudication function? These platforms include, but are not limited to adjudication, eligibility systems, plan design systems and reporting systems.

C. Behavioral Healthcare Provider Networks

1. Offerors should provide a comprehensive listing (MS Excel format) of providers for the network that is being proposed to service PEBA's membership. The variables shall include:
 - Provider tax identification number (TIN or FEIN);
 - Provider National Provider ID (NPI);
 - Provider name;
 - Provider service location (separate records if the provider has multiple locations);
 - Provider type – inpatient hospital, outpatient hospital, intensive outpatient program (IOP), partial hospitalization provider, residential treatment, and managed care professional (non institutional providers);
 - Provider degree – for managed care professionals, indicate the type of degree (e.g. MD, Ph.d, MS, etc. associated with the provider);
 - Effective date of network participation;
 - Applied Behavioral Analysis (ABA) provider indicator (Y or N); and
 - Board certification indicator (Y or N).

Please complete the MS Excel exhibit “Attachment 13 -- Network Roster.xlsx” (Both Attachment 8 and Attachment 13 may be submitted electronically via USB due to size.)

2. Offers shall complete the MS Excel exhibit labelled Tab 1 (“Pricing and Network Data.xlsx”) assuming the inpatient hospital provider network that is being proposed to service PEBA membership. Offerors shall populate the tables based upon their total commercial membership that resided in South Carolina during the applicable date (based on date of service) range and the service location of the provider (Three-digit ZIP in South Carolina and state abbreviation of the states in the exhibit).
3. Offers shall complete the MS Excel exhibit labelled Tab 2 (“Pricing and Network Data.xlsx”) assuming the outpatient hospital provider network that is being proposed to service PEBA membership. Offerors shall populate the tables based upon their total commercial membership that resided in South Carolina during the applicable date (based on date of service) range and the service location of the provider (Three-digit ZIP in South Carolina and state abbreviation of the states in the exhibit).
4. Offers shall complete the MS Excel exhibit labelled Tab 3 (“Pricing and Network Data.xlsx”) assuming the managed care professional provider network that is being proposed to service PEBA membership. Offerors shall populate the tables based upon their total commercial membership that resided in South Carolina during the applicable date (based on date of service) range and the service location of the provider (Three-digit ZIP in South Carolina and state abbreviation of the states in the exhibit).
5. Offerors shall indicate (Yes or No) network participation status of the providers labelled Tab 4 (“Pricing and Network Data.xlsx”). Offerors are to populate the grid based upon the network that is being proposed for PEBA membership.

6. Offerors shall calculate the allowance (contractual rate) that would have been reimbursed for each case listed in Tab 5 (“Pricing and Network Data.xlsx”) for each inpatient provider indicated as participating in Question 5. Please describe the pricing methodology (e.g., DRG, Case rate, per diem, Percent of charges, etc.) that was applied to calculate the allowance for the case.
7. Offerors shall calculate the allowance (contractual rate) that would have been reimbursed for each service listed in Tab 6 (“Pricing and Network Data.xlsx”) for each outpatient provider indicated as participating in Question 5. Please describe the pricing methodology (e.g., APC, Case rate, Percent of charges, etc.) that was applied to calculate the allowance for the service.
8. Offerors shall complete the grid listed in Tab 7 (“Pricing and Network Data.xlsx”) for all managed care professional providers indicated as participating in Question 5. Please based the requested statistics assuming:
 - Date of service is January 1, 2021
 - Globally billed (modifier ‘00’) procedure codes 90785, 90792, 90832, 90834, 90836, 90837, 90847, 90853, 90868, 96127, 97153, 97155, 99213, 99232, 99442
 - Primary, commercial claims only
 - Location is based on the rendering provider and the member is a South Carolina resident
9. Offerors shall complete the grid listed in Tab 8 (“Pricing and Network Data.xlsx”). The enrollment statistics shall reflect the offeror’s enrollment in South Carolina for members that are utilizing the network being proposed to service PEBA membership. Please note that enrollment statistics (defined as a distinct count of members in the listed age and gender cell on the as of dates) are required for as of dates of January 1, 2018, January 1, 2019, and January 1, 2020.
10. Offerors shall complete the grid listed in Tab 9 (“Pricing and Network Data.xlsx”). The utilization statistics shall reflect the offeror’s utilization for South Carolina membership that are utilizing the network being proposed to service PEBA membership. Please note that utilization statistics for the periods of 2018, 2019, and 2020 (based on date of service) are required.
11. Offerors should describe their experience with developing value-based behavioral healthcare provider networks. Offerors should provide examples of its value-based based network and criteria used to develop such network.
12. Offerors should describe their experience with developing a Rapid Access Network for mental health and substance use disorders in which Members have access to care within two (2) business days or less. Offerors should provide examples and utilization results where the Rapid Access Network was used.
13. Offerors should describe in detail their approach to marketing, establishing, implementing, operating and maintaining a national network of participating managed behavioral healthcare providers, including a network with Board Certified Behavior Analysts. Offerors should describe their process to recruit and credential network providers. Offerors should describe in detail how they would establish a network that includes credentialed mental health/substance abuse providers in various locations throughout South Carolina.
14. Offerors should describe how they promote access to network providers to members seeking care at all levels of care and for all providers of behavioral health services.
15. Offerors should describe in detail their approach to providing a continuum of treatment services and settings for delivery of medically necessary covered inpatient and outpatient behavioral health services, including services covered for Autism Spectrum Disorder, such as Applied Behavioral Analysis (ABA).

16. Offerors should describe their organization's standards for provider access and their ability to meet those standards. Standards can include those for patient access to standard outpatient appointments, urgent outpatient appointments, and emergency appointments.
17. Offerors should describe how they would ensure that all network providers of service are informed of the Plan's managed behavioral healthcare benefit design. Offerors should describe how they would maintain communications with all those who have entered the Network to provide them with all the necessary instructions, support and assistance to ensure that each will be operational on January 1, 2022.
18. Offerors should describe how and how often they would advise PEBA on their progress to obtain network participation of the largest number of mental health/substance use disorder providers covering the greatest geographical area of South Carolina.
19. Offerors should provide network retention rate by provider types for 2018, 2019 and 2020.
20. Offerors should describe pricing arrangements proposed for use in the network.
21. Offerors should provide their annual behavioral provider inflation rate in 2018, 2019 and 2020 as a percentage of reimbursement for unit costs for providers participating in its network. Information should be provided by level of care (inpatient/residential, partial hospitalization, intensive outpatient and standard outpatient separately, and managed care professional services).
22. Offerors should describe how it continuously monitors providers to ensure active status and availability at the point of care.
23. Offerors should describe what best practice processes have been put in place to encourage Members to use network behavioral health providers. Offerors should provide the average percentage of annual claims spend for out-of-network behavioral health care along with a distribution of the percentage between mental health and substance use disorder claims, and between subscribers and dependents.
24. Offerors should describe if it offers a virtual/video care platform and provide details of how this is made available to Members including procedures to ensure privacy and security measures are met. Offerors should describe if providers are staff, network providers or both. Offerors should provide details of services offered. Offerors should provide utilization details for virtual care in 2019 and 2020.
25. Offerors should describe any modifications made to accommodate and facilitate access to virtual care during the COVID-19 pandemic for network providers including services offered and providers eligible for virtual care services. Offerors should describe any requirements to ensure privacy and security measure implemented, and any training offered to providers related to virtual care. Offerors should describe the effectiveness of virtual care and how it plans to continue this delivery of care method to members to supplement treatments they receive from network providers.
26. Offerors should describe how it promotes virtual care to Members and provide illustrations of promotions.
27. Offerors should describe any limitations of virtual care related to state licensing requirements.
28. Offerors should describe how they would support PEBA's decision to use a direct contract with mental health and substance use disorder providers.

29. Offerors should describe their experience working with high-quality provider networks in specific geographies, and demonstrate the capability and willingness to partner with such networks should PEBA be interested in establishing direct provider contracts.
30. Offerors should describe any Centers of Excellence (COE) available and the behavioral health conditions treated. Offerors should describe in general what criteria are used to support COE facilities being given this designation and, if available, provide a map of the COE locations with their names and specialties.

D. Utilization Management

1. Offerors should describe the structure or system, including staff and their qualifications, that will be used to conduct utilization management activities.
2. Offerors should describe in detail their utilization management program including procedures followed and criteria used to identify Members (e.g. screening claims data) in performing, at a minimum, the following:
 - Determination of medical necessity;
 - Appropriate type and setting of care;
 - Continuing review of care;
 - Case management;
 - Discharge coordination and planning;
 - Out-of-area and emergency care;
 - Provider profiling; and
 - Retrospective review of claims.

Offerors should provide details on assessment tools used by medical care managers to help identify behavioral conditions, specifically the initial screening tool used, and what action is taken to achieve member engagement in care (warm transfers, behavioral care information and access information, web-based information, member outreach or other engagement strategies).

3. Offerors should provide how many members of their employer-based book of business were screened for depression, anxiety, substance use disorders or other behavioral conditions in 2019 and in 2020.
4. Offerors should provide how many and what percentage of members of their employer-based book of business had a substance use disorder risk identified in 2019 and in 2020.
5. Offerors should provide how many and what percentage of members of their employer-based book of business had other behavioral condition risks identified in 2019 and in 2020.
6. Offerors should describe their methods for internally monitoring and evaluating the performance of utilization management activities. Offerors should include samples of any reporting it can provide to PEBA on utilization management activities.
7. Offerors should describe their capabilities for tracking and reporting on the number of Members with identified behavioral health conditions that have been (a) warm transferred or (b) given referral and contact information for behavioral care for mental health and substance use disorder services. Offerors should provide samples of any reporting that is provided.
8. Offerors should provide samples of authorization of care letters by level of care.

9. Offerors should describe how they would coordinate behavioral health benefits for Members with co-occurring disorders and between behavioral health care providers and other Plan network providers.
10. Does the Offeror have a medical-behavioral health case management integration model and if so, describe how medical and behavioral health staff use this system including if the teams are co-located? Offerors should describe any advantages this model has and provide any specific examples that demonstrate these advantages. Otherwise, Offerors should describe how it would coordinate medical-behavioral health case management with the current medical utilization case management program managed by BlueCross, PEBA's current third-party medical claims administrator.
11. Offerors should describe any savings it can deliver through more effective identification and management of co-occurring medical and behavioral health conditions. Offerors should describe how much of the savings are based on (a) reduction in medical claims and (b) reduction in behavioral health claims.
12. Offerors should describe how they would identify service utilization problems and the corrective actions they will implement, with timeframes for those corrective actions.
13. Offerors should describe their approach to educating and informing participants and providers on receiving authorization of behavioral health benefits prior to treatment.

E. Disease Management

1. Offerors should describe in detail their approach to disease management including complex care management and specify any demographic criteria used to determine who would qualify for disease management.
2. Offerors should describe in detail their proposed disease management program(s) and specify which disease conditions will be included in its program.
3. Offerors should provide engagement rates for those who qualified for disease management, including complex case management, in 2018, 2019 and 2020.
4. Offerors should respond if they are able to demonstrate any savings through disease management, including complex care management. If so, Offerors should provide the estimated annual savings per engaged member in behavioral health costs and if possible, any associated savings with any medical cost that are considered non-behavioral health.
5. Describe the information that will be contained on the detailed monthly disease management participation file to be provided to PEBA and its Data Warehouse Contractor.

F. Tobacco Cessation Program

1. Offerors should describe in detail their approach to tobacco cessation.
2. Offers should describe in detail their approach to collaborating with and advising PEBA on best practice and industry standards for establishing program outcome measures and evaluation of the effectiveness of its tobacco cessation program.
3. Offerors should describe in detail their approach to coordinating with PEBA's third-party medical claims

processor and pharmacy benefits manager on promoting its tobacco cessation program to encourage member participation.

4. Offerors should describe in detail their approach to establishing program goals to include successful quit rates and member engagement.
5. Offerors should describe in detail their standardized reports or online reporting system capable of generating reports specific to their tobacco cessation program.

G. Eligibility of Subscribers and Computer Support

1. Offerors should describe and provide information that their company currently has an operational data processing system capable of efficiently and accurately:
 - Providing an online claims adjudication system, including providing PEBA personnel access to the claims adjudication system, and exchanging data with the third-party medical claims administrator, currently BlueCross, and the flexible benefits administrator, currently ASIFlex; and
 - Maintaining records and tracking each patient file; providing pre-admission approval and medical necessity determination; comparing proposed treatment plans with generally recognized medical standards; assigning a DRG, if utilized for reimbursement, upon admission and comparing such DRG with that reported upon discharge; generating letters to patients, providers and insurers regarding case management decisions; and generating reports for PEBA.
2. Offerors should describe the software proposed to be used by their company in response to this RFP, the hardware on which it runs, when each system was developed and when each system was last updated and the telecommunications configurations for:
 - Claims administration; and
 - Utilization management.
3. Offerors should describe their proposed method and frequency of reconciliation and how they would provide PEBA with verification of the reconciliations.
4. Offerors should describe how they would notify PEBA of enrollment discrepancies.
5. Offerors should describe how they would coordinate resolution with PEBA.
6. Offerors should describe their process for making modifications to their system and how long it would typically take for system modification.
7. Offerors should describe their ability to handle multiple addresses for dependents. Currently, if a dependent formally requests in writing that PEBA use alternative means or an alternative address when communicating any protected health information to avoid personal endangerment, PEBA will grant the request. This would be communicated both verbally and in writing to the Contractor. PEBA reserves the right to grant the request for other reasons in the future.
8. Offerors should describe their ability to handle multiple transactions for a Member on the same file.
9. Offerors should describe their backup schedule and how often would PEBA eligibility and claims data be backed up.

10. Offerors should describe their procedure for providing access to PEBA eligibility and claims data in the event of a disaster.

H. Financial Arrangements

1. Offerors should describe in detail their process of releasing behavioral health payments, including timeline between requesting claims reimbursement from PEBA and releasing payments to behavioral health providers.

I. Customer Service

1. Offerors should describe in detail their approach to customer service. Offerors should describe the number of customer service representatives with training on the specific features of the behavioral health benefits of the Plans that they will make available to PEBA. Offerors should describe the orientation and initial and on-going training (including length of training) that will be made available to the customer service representatives on the benefits of the Plan. Offerors should provide, if possible, what percent of calls are reviewed to assess professional staff performance.
2. Offerors should provide the location(s) of their customer service call center including physical and mailing address. Offerors should provide how many and what percentage of customer service representatives telecommute.
3. Offerors should describe the assistance available to members, providers and PEBA administrative staff via dedicated toll-free telephone line(s), including the average time that a caller must wait to speak to a customer service representative or other measure of the efficiency of the customer services rendered over the dedicated telephone lines.
4. Offerors should describe their IVR system capabilities and functionalities including which options and prompts and the number of options and prompts that can be made available to PEBA. Offerors should describe what information and what services Members can access through their IVR system. Offerors should also describe this same information for providers that can access their IVR system.
5. Offerors should describe other options (email or other digital platform) for Members, providers and PEBA administrative staff to contact the Offeror's customer service representatives.
6. Offerors should describe their procedures to insure a prompt response to all written or telephone inquiries from Members, providers, agencies, and PEBA administrative staff, including the average time from receipt to response.
7. Offerors should describe the entire process for the more common scenarios for Members who call the customer service call center seeking assistance in scheduling an appointment or seeking care with a provider.
8. Offerors should describe how follow-up is conducted for all Members seeking care to ensure that no barriers were encountered. Offerors should provide on-going reporting of follow-up results and describe any variation between Members accessing care through their service center via direct access to providers and/or their provider directory. Offerors should provide what percent of Members give permission for follow-up and what type of follow-up outcome data can be provided. If follow-up outcome data cannot be provided, is this functionality part of the Offeror's future offering and if so, what is the timeline?

9. Are the call center customer service representatives who answer initial calls licensed clinicians and if not, what are the minimum requirements to be a customer service representative? Are clinicians onsite and if not, what protocols are used to access a clinician?
10. Offerors should describe their dedicated toll-free telephone crisis line to provide referrals and assistance for emergencies to covered Members, if necessary. Offerors should describe how emergency calls are handled during the call center's hours of operations as well as after hours of operations. Offerors should also describe how non-emergency calls are handled after hours of operations.
11. Offerors should describe if incoming calls are recorded and if so, can members opt-out of the recording? Offerors should describe their retention schedule of recorded calls and describe hardware used to archive recordings, including how recordings are protected from penetration and unauthorized use.
12. Offerors should describe any digital applications or platforms they maintain. Offerors should also describe their experience integrating with any digital navigation, transparency tools and other digital applications or platforms that PEBA uses to enhance Member experience. Will the Offeror warm transfer Members to external programs designated by PEBA and offered by PEBA's third-party medical claims administrator, currently BlueCross, or the pharmacy benefits manager, currently ESI? If so, please describe this process.
13. Offerors should provide a sample of the Member Satisfaction Survey they would use.

J. Communications and Training

1. Offerors should describe the informational materials that may be used to make Subscribers, benefits administrators and the provider community aware of the features, operations and behavioral health benefits. Offerors should provide a list and detailed description of proposed materials they will provide, at no cost to PEBA to members of the Plans, the behavioral health community and PEBA. Provide examples of materials, such as brochures, flyers, posters, and email messages, and the provider community.
2. Offerors should describe their ability to customize communications for PEBA. Provide examples that illustrate cobranding.
3. Offerors should provide a detailed description of the website they will use that will include information specific to the behavioral health benefits and features available through PEBA. Detail the capability for customization.

K. Reporting

1. Offerors should describe in detail their standard, customized and ad hoc reports that will be provided, the frequency of those reports, and a detailed description of all the information that will be provided in each of these reports. Offerors need to describe their online reporting system, including information provided and how often the online reporting will be updated (i.e., daily, weekly, monthly).
2. Offerors should describe the information that will be contained in the detailed claims transaction file provided to PEBA and the Data Warehouse Consultant.
3. Offerors should describe the information that will be contained in detailed provider file provided to PEBA and the Data Warehouse Consultant.

4. Offerors should describe the typical turn-around time for custom report requests. Offerors should describe in detail the type and frequency of any reports they propose to provide in addition to those required in Part 3, Section K: Reporting.

L. Performance Standards and Guarantees (Liquidated Damages)

1. Offerors should propose standards/guarantees for performance and penalties for deviation from those standards in the following areas at a minimum and describe how they will be reported to PEBA.

Network Administration

Provider referrals
Network adequacy
Appointment standards

Utilization Management

Accuracy and appropriateness of authorization determinations
Timeliness of determinations

Claims Processing

Payment accuracy of claims transactions
Procedural accuracy of claims transactions
Turnaround time on claims transactions
Accuracy of data transmission to the Plan's third-party administrator for application of Plan provisions
Timeliness of data transmission to the Plan's third-party administrator for application of Plan provisions

Eligibility processing

Timeliness of file updates
Accuracy

Communications with Members and PEBA

Telephone service standards

Average speed to answer
Call Abandonment
1st Call Resolution

Written inquiries

Reporting

Timeliness of reporting
Accuracy of reports

2. In addition to the proposed guarantees, Offerors must provide the following guarantee:

- a. The Final Implementation Plan, as described in Section M, Item 5.

- b. A communication sent in violation of Sections 7.21 Advertising Use and Representation: Contact with State Entities or Part 3, Section J.7, Communications and Training. Amount at risk: \$1,000 per person up to a maximum of \$1 million for each violation.

M. Implementation Plan (Not an evaluated item)

Offerors should submit a proposed implementation plan. In the event of a transition, the Offeror should describe its best practices plan to ensure a seamless transition for PEBA and its Members. The proposed implementation plan should outline, in detail, all the tasks necessary to begin full operations and performance on January 1, 2022. At a minimum, the proposed implementation plan should specify expected dates of completion of all tasks, how the tasks will be accomplished, the identity of the person(s) responsible for each task, and any personnel who will be onsite during the implementation process. Specific tasks and schedules that should be included in the Offeror's proposed implementation plan include:

- Staff recruitment, hiring and training;
- The Behavioral Health Provider Network;
- Loading and testing of all computer and data processing systems, which must be ready to begin processing and conduct a demonstration test no later than October 1, 2021;
- When and how eligibility databases will be installed and ready for use on Contractor's system;
- Establishing and staffing of customer services unit and toll-free telephone lines;
- Timeline for developing all publications, the website and communications materials by December 1, 2021; and
- Support and coordination required from PEBA.

The Contractor must demonstrate its operational system capability on or before October 1, 2021. The preliminary implementation plan will become the a Final Implementation Plan.

5.1.5 BACKGROUND AND QUALIFICATIONS

Offerors should describe, in detail, their background and qualifications in providing Behavioral Health Management Services. Offerors, in describing their background and qualifications, should restate each of the items below and provide their response to that item immediately thereafter.

1. Offerors should provide a detailed description of its present organization, including a description of its size and assets and the length of time it has been in the business of providing behavioral health management services. Offerors should provide their experience providing Behavioral Health Management services in a mental health parity setting, with special emphasis on clients operating in an environment similar to that applicable to the State of South Carolina.
2. Offerors should provide its last two (2) audited financial statements and annual reports.
3. Offerors should provide information that demonstrates that it possesses the qualifications outlined in Part 4 of the RFP, Qualifications. Offerors should restate each of the bulleted items in this section and provide information that demonstrates that it possesses the specific qualification immediately thereafter. Offerors who do not meet the minimum qualifications outlined in Part 4, Qualifications, will not be considered for award.
4. Offerors should identify the total number of covered lives for which the Offeror currently processes behavioral health claims. Offerors should be prepared to provide specific reference accounts to verify this number.

5. Offerors should state the total annual dollar volume of behavioral health claims processing for the Offeror's entire book of business (excluding EAP services) during the calendar years 2019 and 2020.
6. Offerors should complete the following table, identifying the five (5) largest group medical plans (in decreasing order of size of calendar year 2020 paid claim dollar volume, excluding EAP services) for which the Offeror currently provides behavioral health management services that includes secure data transfer capability with a third-party medical plan administrator. Include both insured and self-insured plans. Also, identify each contract for which the Offeror is using a subcontractor.

Group Name	Medical Plan Administrator	Group Size (Subscribers)	2019 Paid BH Claim Dollar Value	2020 Paid BH Claim Dollar Value

7. Offerors should provide not less than three (3) reference accounts from the list above (excluding the State of South Carolina) including the name of person to contact, title, telephone number and e-mail addresses.
8. Offerors should list the amount of the Offeror's liability insurance and insurance carrier.

5.1.6 MINORITY PARTICIPATION FORMS

Offerors should include a completed Minority Participation Form if they are a South Carolina certified Minority Business. In addition, Offerors should include a completed Minority Participation Form for each proposed subcontractor who is a South Carolina certified Minority Business.

5.1.7 ALL OTHER PERTINENT ATTACHMENTS

Offerors should complete all attachments.

5.2 **BUSINESS PROPOSAL**

5.2.1 TOTAL FIXED ADMINISTRATIVE FEE FOR THE INITIAL CONTRACT TERM

Offerors should submit an administrative fee per subscriber per month for all services rendered under this contract. The administrative fee shall be fixed for the initial three (3) year term of the contract. The administrative fee should be adequate to provide for the first-class operation of the program in every element.

Administrative fee: \$_____ **per Subscriber per month**

NOTE: It is not the normal practice of PEBA to solicit Best and Final Offers. Offerors should put their best foot forward with the initial proposal submission.

5.2.2 WEIGHTED CLAIM COST (Excel Documents) (May be submitted electronically via USB due to size.)

Offeror's response document Pricing and Network Data.xlsx will be utilized to measure the unit cost effectiveness of the proposed provider networks. The total allowances for each case type (inpatient, outpatient, and managed care professional) will be weighted based upon current proportion of PEBA population claim cost for the claim type to determined total weighted claim cost. For example:

- Inpatient case total allowance (sum of allowances for all repricing cases) = \$2,000,000 (20% of PEBA behavioral health expenditures)
- Outpatient claim total allowance (sum of allowances for all repricing services) = \$3,000,000 (25% of PEBA behavioral health expenditures)
- Managed care professional (sum product of allowed per unit average times the PEBA population frequency of the target produres in the geographic unit weighted by the PEBA geographic unit managed care professional behavioral health expenditure percentage of total PEBA managed care professional behavioral health expenditures) weighted allowances = \$3,500,000 (55% of PEBA expenditures)

Weighted claim cost using the illustrative results and weights listed above would be calculated as $(\$2,000,000 * .20) + (\$3,000,000 * .25) + (\$3,500,000 * .55)$ or \$3,075,000.

Please note that the weights listed above are illustrative only and not actual weights.

PART 6

AWARD CRITERIA

Award will be made to the highest ranked responsive and responsible Offeror whose offer is determined to be the most advantageous to PEBA. Award will be made to one Offeror.

Proposals will be evaluated using the evaluation factors below. Evaluation factors are stated in relative order of importance with the first factor being the most important. Once evaluation is complete, all responsive Offerors will be ranked from most advantageous to least advantageous.

- 1) **Approach**: Offeror's detailed approach and understanding of the services being solicited. The evaluation panel will use the information submitted in response to Section 5.1.4 to evaluate this criteria. Each evaluation panel member will assign points to this criterion subjectively.
- 2) **Business Proposal**: Offeror's Fixed Administrative Fee per Subscriber per Month times the current number of PEBA subscribers as quoted in Section 5.2.1 plus the weighted claim cost developed in Section 5.2.2. Points will be provided to the evaluation panel by the Procurement Officer based on calculations as outlined below.

The method of determining the points assigned for the total cost (administrative fees plus weighed claims expense) in the evaluation process will be as follows: The first step will be to determine the lowest total cost. This Offeror will receive the maximum amount of points assigned to the criteria. The next step will be to divide each of the other Offeror's total cost into the lowest total cost to arrive with the percentage the low is to each of the other Offeror's total cost. These percentages will then be multiplied by the number of points available for the assignment of points for the total cost.

In the example below we assume 100 points are available for the total cost.

	Total cost	Points
Company A	\$7,000,000	100
Company B	\$8,000,000	87.50
Company C	\$9,150,000	76.50

- 3) **Background And Qualifications**: Offeror's background and qualifications. The evaluation panel will use the information submitted in response to Section 5.1.5 to evaluate this criteria. Each evaluation panel member will assign points to this criterion subjectively.

PART 7

TERMS AND CONDITIONS -- A. GENERAL

7.1 ASSIGNMENT, NOVATION, AND CHANGE OF NAME, IDENTITY, OR STRUCTURE (FEB 2015): (a) Contractor shall not assign this contract, or its rights, obligations, or any other interest arising from this contract, or delegate any of its performance obligations, without the express written consent of the Procurement Officer. The foregoing restriction does not apply to a transfer that occurs by operation of law (e.g., bankruptcy; corporate reorganizations and consolidations, but not including partial asset sales). Notwithstanding the foregoing, Contractor may assign monies receivable under the contract provided that the state shall have no obligation to make payment to an assignee until thirty (30) days after Contractor (not the assignee) has provided the Procurement Officer with (i) proof of the assignment, (ii) the identity (by contract number) of the specific

state contract to which the assignment applies, and (iii) the name of the assignee and the exact address or account information to which assigned payments should be made. (b) If Contractor amends, modifies, or otherwise changes its name, its identity (including its trade name), or its corporate, partnership or other structure, or its FEIN, Contractor shall provide the Procurement Officer prompt written notice of such change. (c) Any name change, transfer, assignment, or novation is subject to the conditions and approval required by Regulation 19-445.2180, which does not restrict transfers by operation of law.

7.2 BANKRUPTCY – GENERAL (FEB 2015): (a) Notice. In the event the Contractor enters into proceedings relating to bankruptcy, whether voluntary or involuntary, the Contractor agrees to furnish written notification of the bankruptcy to PEBA. This notification shall be furnished within two (2) business days of the initiation of the proceedings relating to the bankruptcy filing. This notification shall include the date on which the bankruptcy petition was filed, the identity of the court in which the bankruptcy petition was filed, and a listing of all PEBA contracts against which final payment has not been made. This notification obligation remains in effect through the twelve (12) month post-termination transition period under this Contract. (b) Termination. This Contract is voidable and subject to immediate termination by PEBA upon the Contractor’s insolvency, including the filing of proceedings in bankruptcy.

7.3 CHOICE-OF-LAW (JAN 2006): The Agreement, any dispute, claim, or controversy relating to the Agreement, and all the rights and obligations of the parties shall, in all respects, be interpreted, construed, enforced and governed by and under the laws of the State of South Carolina, except its choice of law rules. As used in this paragraph, the term “Agreement” means any transaction or agreement arising out of, relating to, or contemplated by this solicitation.

7.4 CONTRACT DOCUMENTS & ORDER OF PRECEDENCE: (a) Any contract resulting from this solicitation shall consist of the following documents: (1) a Record of Negotiations, if any, executed by you and the Procurement Officer, (2) the solicitation, as amended, (3) documentation of clarifications or discussions of an offer, if applicable, (4) your offer, (5) any statement reflecting the state’s final acceptance (the “award”), and (6) purchase orders. These documents shall be read to be consistent and complimentary. Any conflict among these documents shall be resolved by giving priority to these documents in the order listed above. (b) The terms and conditions of documents (1) through (5) above shall apply notwithstanding any additional or different terms and conditions in any other document, including without limitation, (i) a purchase order or other instrument submitted by PEBA, (ii) any invoice or other document submitted by Contractor, or (iii) any privacy policy, terms of use, or end user agreement. Except as otherwise allowed herein, the terms and conditions of all such documents shall be void and of no effect. (c) No contract, license, or other agreement containing contractual terms and conditions will be signed by PEBA. Any document signed or otherwise agreed to by persons other than the Procurement Officer shall be void and of no effect.

7.5 DISCOUNT FOR PROMPT PAYMENT: (a) Discounts for prompt payment will not be considered in the evaluation of offers. However, any offered discount will form a part of the award and will be taken if payment is made within the discount period indicated in the offer by the offeror. As an alternative to offering a discount for prompt payment in conjunction with the offer, offerors awarded contracts may include discounts for prompt payment on individual invoices. (b) In connection with any discount offered for prompt payment, time shall be computed from the date of the invoice. If the Contractor has not placed a date on the invoice, the due date shall be calculated from the date the designated billing office receives a proper invoice, provided PEBA annotates such invoice with the date of receipt at the time of receipt. For the purpose of computing the discount earned, payment shall be considered to have been made on the date that appears on the payment check or, for an electronic funds transfer, the specified payment date. When the discount date falls on a Saturday, Sunday, or legal holiday when Federal Government offices are closed and Government business is not expected to be conducted, payment may be made on the following business day.

7.6 DISPUTES: (1) Choice-of-Forum. All disputes, claims, or controversies relating to the Agreement shall be resolved exclusively by the appropriate Chief Procurement Officer in accordance with Title 11, Chapter 35, Article 17 of the South Carolina Code of Laws, or in the absence of jurisdiction, only in the Court of Common Pleas for, or a federal court located in, Richland County, State of South Carolina. Contractor agrees that any act by PEBA regarding the Agreement is not a waiver of either PEBA's or the State of South Carolina's sovereign immunity or immunity under the Eleventh Amendment of the United States' Constitution. As used in this paragraph, the term "Agreement" means any transaction or agreement arising out of, relating to, or contemplated by this solicitation. (2) Service of Process. Contractor consents that any papers, notices, or process necessary for the initiation or continuation of any disputes, claims, or controversies relating to the Agreement; for any court action in connection therewith; or for the entry of judgment on any award made, may be served on Contractor by certified mail (return receipt requested) addressed to Contractor at the address provided as the Notice Address on Page Two or by personal service or by any other manner permitted by law, in or outside South Carolina. Notice by certified mail is deemed duly given upon deposit in the United States mail.

7.7 EQUAL OPPORTUNITY (JAN 2006): Contractor is referred to and shall comply with all applicable provisions, if any, of Title 41, Part 60 of the Code of Federal Regulations, including but not limited to Sections 60-1.4, 60-4.2, 60-4.3, 60-250.5(a), and 60-741.5(a), which are hereby incorporated by reference.

7.8 FALSE CLAIMS (JAN 2006): According to the S.C. Code of Laws Section 16-13-240, "a person who by false pretense or representation obtains the signature of a person to a written instrument or obtains from another person any chattel, money, valuable security, or other property, real or personal, with intent to cheat and defraud a person of that property is guilty" of a crime.

7.9 FIXED PRICING REQUIRED (JAN 2006): Any pricing provided by Contractor shall include all costs for performing the work associated with that price. Except as otherwise provided in this solicitation, Contractor's price shall be fixed for the duration of this contract, including option terms. This clause does not prohibit Contractor from offering lower pricing after award.

7.10 NO INDEMNITY OR DEFENSE: Any term or condition is void to the extent it requires PEBA to indemnify, defend, or pay attorney's fees to anyone for any reason.

7.11 NOTICE (JAN 2006): (A) After award, any notices shall be in writing and shall be deemed duly given (1) upon actual delivery, if delivery is by hand, (2) upon receipt by the transmitting party of automated confirmation or answer back from the recipient's device if delivery is by telex, telegram, facsimile, or electronic mail, or (3) upon deposit into the United States mail, if postage is prepaid, a return receipt is requested, and either registered or certified mail is used. (B) Notice to Contractor shall be to the address identified as the Notice Address on Page Two. Notice to PEBA shall be to the Procurement Officer's address on the Cover Page. Either party may designate a different address for notice by giving notice in accordance with this paragraph.

7.12 OPEN TRADE (JUN 2015): During the contract term, including any renewals or extensions, Contractor will not engage in the boycott of a person or an entity based in or doing business with a jurisdiction with whom South Carolina can enjoy open trade, as defined in S.C. Code Section 11-35-5300.

7.13 PAYMENT & INTEREST: (a) PEBA shall pay the Contractor, after the submission of proper invoices or vouchers, the prices stipulated in this contract for supplies delivered and accepted or services rendered and accepted, less any deductions provided in this contract. Unless otherwise specified herein, including the purchase order, payment shall not be made on partial deliveries accepted by PEBA. (b) Unless otherwise provided herein, including the purchase order, payment will be made by check mailed to the payment address on "Page Two." (c)

Notwithstanding any other provision, payment shall be made in accordance with S.C. Code Section 11-35-45, or Chapter 6 of Title 29 (real property improvements) when applicable, which provides the Contractor's exclusive means of recovering any type of interest from the Owner. Contractor waives imposition of an interest penalty unless the invoice submitted specifies that the late penalty is applicable. Except as set forth in this paragraph, PEBA shall not be liable for the payment of interest on any debt or claim arising out of or related to this contract for any reason. (d) Amounts due to PEBA shall bear interest at the rate of interest established by the South Carolina Comptroller General pursuant to Section 11-35-45 ("an amount not to exceed fifteen percent each year"), as amended, unless otherwise required by Section 29-6-30. (e) Any other basis for interest, including but not limited to general (pre- and post-judgment) or specific interest statutes, including S.C. Code Ann. Section 34-31-20, are expressly waived by both parties. If a court, despite this agreement and waiver, requires that interest be paid on any debt by either party other than as provided by items (c) and (d) above, the parties further agree that the applicable interest rate for any given calendar year shall be the lowest prime rate as listed in the first edition of the Wall Street Journal published for each year, applied as simple interest without compounding. (f) PEBA shall have all of its common law, equitable, and statutory rights of set-off.

7.14 PUBLICITY: Contractor shall not publish any comments or quotes by PEBA or State of South Carolina employees or include PEBA or the State of South Carolina in either news releases or a published list of customers without the prior written approval of the Procurement Officer.

7.15 PURCHASE ORDERS (JAN 2006): Contractor shall not perform any work prior to the receipt of a purchase order from PEBA. Purchase orders may be used to elect options available under this contract, e.g., quantity, delivery date, payment method, but are subject to all terms and conditions of this contract. Purchase orders may be electronic. No particular form is required. An order placed pursuant to the purchasing card provision qualifies as a purchase order.

7.16 SURVIVAL OF OBLIGATIONS (JAN 2006): The Parties' rights and obligations which, by their nature, would continue beyond the termination, cancellation, rejection, or expiration of this contract shall survive such termination, cancellation, rejection, or expiration, including, but not limited to, the rights and obligations created by the following clauses: Indemnification - Third Party Claims, Indemnification - Intellectual Property, Contract Documents and Order of Precedence, HIPAA Compliance/Confidentiality, and any provisions regarding warranty or audit.

7.17 TAXES (JAN 2006): Any tax the Contractor may be required to collect or pay upon the sale, use, or delivery of the products shall be paid by PEBA, and such sums shall be due and payable to the Contractor upon acceptance. Any personal property taxes levied after delivery shall be paid by PEBA. It shall be solely PEBA's obligation, after payment to Contractor, to challenge the applicability of any tax by negotiation with, or action against, the taxing authority. Contractor agrees to refund any tax collected, which is subsequently determined not to be proper and for which a refund has been paid to Contractor by the taxing authority. In the event that the Contractor fails to pay, or delays in paying, to any taxing authorities, sums paid by PEBA to the Contractor, Contractor shall be liable to PEBA for any loss (such as the assessment of additional interest) caused by virtue of this failure or delay. Taxes based on the Contractor's net income or assets shall be the sole responsibility of the Contractor.

7.18 TERMINATION DUE TO UNAVAILABILITY OF FUNDS (JAN 2006): Payment and performance obligations for succeeding fiscal periods shall be subject to the availability and appropriation of funds therefore. When funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal period, the Contract shall be canceled. In the event of a cancellation pursuant to this paragraph, Contractor will be reimbursed the resulting unamortized, reasonably incurred, nonrecurring costs. Contractor will not be reimbursed any costs amortized beyond the initial contract term.

7.19 THIRD PARTY BENEFICIARY (JAN 2006): This Contract is made solely and specifically among and for the benefit of the parties hereto, and their respective successors and assigns, and no other person will have any rights, interest, or claims hereunder or be entitled to any benefits under or on account of this Contract as a third party beneficiary or otherwise.

7.20 WAIVER (JAN 2006): PEBA does not waive any prior or subsequent breach of the terms of the Contract by making payments on the Contract, by failing to terminate the Contract for lack of performance, or by failing to strictly or promptly insist upon any term of the Contract. Only the Procurement Officer has actual authority to waive any of PEBA's rights under this Contract. Any waiver must be in writing.

TERMS AND CONDITIONS -- B. SPECIAL

7.21 ADVERTISING USE AND REPRESENTATION: CONTACT WITH STATE ENTITIES: The Contractor agrees not to refer to the award of this contract in commercial advertising in such a manner as to state or imply that the product or service provided is endorsed or preferred by PEBA or the State of South Carolina or is considered by PEBA or the State of South Carolina to be superior to other products or services. PEBA reserves the right to review and approve any commercial advertising to which PEBA's use of Contractor's services and/or supplies under this Contract is referred. Such review shall be timely and approval shall not be unreasonably withheld. The Contractor shall not perform any mass mailings to participants without the permission of PEBA. At no time during the term of the Contract or otherwise, shall any employee of the Contractor use any data, name, address or other information received by the Contractor or Subcontractor pursuant to this Contract for any purpose other than performance of the contract. Any violation of this clause is a material breach of contract. The parties acknowledge the difficulties inherent in determining the damage from any breach of these restrictions. Contractor shall pay PEBA liquidated damages per **Section L (2b)** of this Contract.

7.22 ATTORNEY'S FEES: In the event that PEBA brings suit or action to compel performance of or recover for any breach of any stipulation, covenant, term, or condition of this Contract, PEBA may seek attorneys' fees from the Contractor and the Contractor will pay to PEBA such attorneys' fees as the court may award. Contractor will, in all instances, bear its own attorneys' fees and expenses.

7.23 BANKRUPTCY – GOVERNMENT INFORMATION (FEB 2015): (a) All government information (as defined in the clause herein entitled "Information Security - Definitions") shall belong exclusively to PEBA, and Contractor has no legal or equitable interest in, or claim to, such information. Contractor acknowledges and agrees that in the event Contractor enters into proceedings relating to bankruptcy, whether voluntary or involuntary, government information in its possession and/or under its control will not be considered property of its bankruptcy estate. (b) Contractor agrees to notify PEBA within two (2) business days of any determination that it makes to file for bankruptcy protection, and Contractor further agrees to turn over to PEBA, before such filing, all government information that is in Contractor's possession in a format that can be readily utilized by PEBA. (c) In order to protect the integrity and availability of government information, Contractor shall take reasonable measures to evaluate and monitor the financial circumstances of any subcontractor that will process, store, transmit or access government information.

7.24 CHANGES (JAN 2006): (1) Contract Modification. By a written order, at any time, and without notice to any surety, the Procurement Officer may, subject to all appropriate adjustments, make changes to the term of the Contract or within the general scope of this Contract in any one or more of the following:

- (a) drawings, designs, or specifications, if the supplies to be furnished are to be specially manufactured for PEBA in accordance therewith;
- (b) method of shipment or packing;

- (c) place of delivery;
- (d) description of services to be performed;
- (e) time of performance (i.e., hours of the day, days of the week, etc.); or,
- (f) place of performance of the services.

Subparagraphs (a) to (c) apply only if supplies are furnished under this contract. Subparagraphs (d) to (f) apply only if services are performed under this contract. (2) Adjustments of Price or Time for Performance. If any such change increases or decreases the Contractor's cost of, or the time required for, performance of any part of the work under this contract, whether or not changed by the order, an adjustment shall be made in the Contract price, the delivery schedule, or both, and the Contract modified in writing accordingly. Failure of the parties to agree to an adjustment shall not excuse the Contractor from proceeding with the Contract as changed, provided that PEBA promptly and duly makes such provisional adjustments in payment or time for performance as may be reasonable. By proceeding with the work, the Contractor shall not be deemed to have prejudiced any claim for additional compensation, or an extension of time for completion. (3) Time Period for Claim. Within 30 days after receipt of a written Contract Modification under Paragraph (1) of this clause, unless such period is extended by the Procurement Officer in writing, the Contractor shall file notice of intent to assert a claim for an adjustment. Later notification shall not bar the Contractor's claim unless PEBA is prejudiced by the delay in notification. (4) Claim Barred After Final Payment. No claim by the Contractor for an adjustment hereunder shall be allowed if notice is not given prior to final payment under this contract.

7.25 COMPLIANCE WITH LAWS (JAN 2006): During the term of the Contract, Contractor shall comply with all applicable provisions of laws, codes, ordinances, rules, regulations, and tariffs.

7.26 CONFERENCE – PRE-PERFORMANCE (JAN 2006): Unless waived by the Procurement Officer, a pre-performance conference between the Contractor, PEBA, and Procurement Officer shall be held at a location selected by PEBA within five (5) days after final award, and prior to commencement of work under the Contract. The responsibilities of all parties involved will be discussed to assure a meeting of the minds of all concerned. The Contractor or his duly authorized representative shall be required to attend at Contractor's expense.

7.27 CONTRACT INTERPRETATION: In the event there are any disagreements between the parties with regards to the application of this Contract or the requirements of PEBA arising from any interpretation of the Request for Proposals, this Contract, or otherwise, Contractor agrees to defer to the reasonable interpretations of PEBA as from time to time may be made by PEBA. This provision applies to all matters including those arising from disputes concerning whether Contractor is required to provide some service or item, including scope of work issues, and whether particular items or services were included in the scope of work agreed to by the parties in this Contract or otherwise. In summary, if both parties have a reasonable interpretation regarding application of the contract, Contractor agrees to defer to PEBA's interpretation.

The above requirements shall apply to any change orders, contract modifications, or other deviations to this agreement. Failure to receive the prior written and express approval of PEBA prior to implementing any changes to the requirements provided for hereunder, for which requests for extra or additional compensation are thereafter submitted by the Contractor to PEBA, shall impose no liability for payment upon PEBA and may be rejected by PEBA without recourse.

7.28 CONTRACT LIMITATIONS (JAN 2006): No sales may be made pursuant to this Contract for any item or service that is not expressly listed. No sales may be made pursuant to this Contract after expiration of this Contract. Violation of this provision may result in termination of this Contract and may subject contractor to suspension or debarment.

7.29 CONTRACTOR PERSONNEL (JAN 2006): The Contractor shall enforce strict discipline and good order among the Contractor's employees and other persons carrying out the Contract. The Contractor shall not permit employment of unfit persons or persons not skilled in tasks assigned to them.

7.30 CONTRACTOR'S LIABILITY INSURANCE-GENERAL (FEB 2015): (a) Without limiting any of the obligations or liabilities of Contractor, Contractor shall procure from a company or companies lawfully authorized to do business in South Carolina and with a current A.M. Best rating of no less than A: VII, and maintain for the duration of the contract, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work and the results of that work by the Contractor, his agents, representatives, employees or subcontractors. (b) Coverage shall be at least as broad as:

(1) Commercial General Liability (CGL): Insurance Services Office (ISO) Form CG 00 01 04/13 covering CGL on an "occurrence" basis, including products-completed operations, personal and advertising injury, with limits no less than \$1,000,000 per occurrence. If a general aggregate limit applies, the general aggregate limit shall be twice the required occurrence limit. This contract shall be considered to be an "insured contract" as defined in the policy.

(2) Worker's Compensation: As required by the State of South Carolina, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease.

(b) PEBA, its officers, officials, employees, and volunteers must be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided through the addition of both CG 20 10 and CG 20 37 if a later edition is used.

(c) For any claims related to this contract, the Contractor's insurance coverage in which PEBA is included as an additional insured shall be primary insurance as respects the State, PEBA, and its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the State, PEBA, or its officers, officials, employees, and volunteers shall be excess of the Contractor's insurance and shall not contribute with it. Policy should be endorsed with Primary and Non-Contributory-Other Insurance Condition CG 20 01.

(d) Prior to commencement of the work, the Contractor shall furnish PEBA with original industry standard Acord certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this section. All certificates are to be received and approved by PEBA before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. PEBA reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by this section, at any time.

(e) Should any of the above described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions. In addition, the Contractor shall notify PEBA immediately upon receiving any information that any of the coverages required by this section are or will be changed, cancelled, or replaced.

(f) Contractor hereby grants to the State and PEBA a waiver of any right to subrogation which any insurer of said Contractor may acquire against the State or PEBA by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation, but this provision applies regardless of whether or not the State or PEBA has received a waiver of subrogation endorsement from the insurer.

(g) Any deductibles or self-insured retentions must be declared to and approved by PEBA. PEBA may require the Contractor to provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.

(h) PEBA reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

7.31 CONTRACTOR'S LIABILITY INSURANCE – INFORMATION SECURITY AND PRIVACY (FEB 2015):

(a) Without limiting any other obligations or liabilities of Contractor, Contractor shall procure from a company or companies lawfully authorized to do business in South Carolina and with a current A.M. Best rating of no less than A-: VII, and maintain for the duration of the contract, a policy or policies of insurance against claims which may arise from or in connection with the performance of the work and the results of that work by the contractor, his agents, representatives, employees, subcontractors or any other entity for which the contractor is legally responsible.

(b) Coverage must include claims for:

(i) information security risks, including without limitation, failure to prevent unauthorized access to, tampering with or unauthorized use of a computer system; introduction of malicious codes, computer viruses, worms, logic bombs, etc., into data or systems; or theft, damage, unauthorized disclosure, destruction, or corruption of information in whatever form;

(ii) privacy risks, including (A) failure to properly handle, manage, store, destroy, or otherwise control non-public personally identifiable information in any format; (B) loss or disclosure of confidential information; and (C) any form of invasion, infringement or interference with rights of privacy, including breach of security/privacy laws or regulations;

(iii) contractual liability for the contractor's obligations described in the clauses titled "Indemnification - Third Party Claims – Disclosure Of Information" and "Information Use And Disclosure;" and

(iv) errors, omissions, or negligent acts in the performance, by the contractor or by any entity for which the contractor is legally responsible, of professional services included in the work.

(c) If the work includes content for web sites or any publications or media advertisements, coverage must also include claims for actual or alleged infringement of intellectual property rights, invasion of privacy, as well as advertising, media and content offenses.

(d) If the work includes software, coverage must also include claims for intellectual property infringement arising out of software and/or content (with the exception of patent infringement and misappropriation of trade secrets)

(e) Coverage shall have limits no less than five million (\$5,000,000.00) dollars per occurrence and ten million (\$10,000,000.00) dollars aggregate.

(f) If the insurance required by this clause is procured on a form affording "claims-made" coverage, then (i) all limits stated above as "per occurrence" shall be understood to mean "per claim" or "per occurrence," as is consistent with the terms of the "claims-made" policy; and (ii) such claims-made insurance shall provide for a retroactive date no later than the date the contract is awarded.

(g) All terms of this clause shall survive termination of the contract and shall continue until thirty (30) days past the final completion of the work, including the performance of any warranty work. In addition, contractor shall maintain in force and effect any "claims- made" coverage for a minimum of two (2) years after final completion of all work or services to be provided hereunder. Contractor shall purchase an extended reporting period, or "tail coverage," if necessary to comply with the latter requirement.

(i) Prior to commencement of the work, the Contractor shall furnish PEBA with original certificates of insurance for every applicable policy effecting the coverage required by this clause. All certificates are to be received and approved by the Procurement Officer before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. PEBA reserves the right to require complete, certified copies of all required insurance policies, including policy declarations and any endorsements required by this section, at any time, provided such request is reasonable and cannot be accommodated via providing certificates, endorsements or sections of the policy to evidence compliance.

(j) Should any of the above described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions. In addition, the Contractor shall notify PEBA immediately upon receiving any information that any of the coverages required by this clause are or will be changed, cancelled, or replaced.

(k) Contractor hereby grants to PEBA a waiver of any right to subrogation which any insurer of said Contractor may acquire against PEBA by virtue of the payment of any loss under such insurance as is required by this clause. Contractor agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation, but this provision applies regardless of whether or not PEBA has received a waiver of subrogation endorsement from the insurer.

(l) Any deductibles or self-insured retentions must be declared to and approved by PEBA. PEBA may require the Contractor to provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.

7.32 CONTRACTOR'S OBLIGATION - GENERAL (JAN 2006): The Contractor shall provide and pay for all materials, tools, equipment, labor, and professional and non-professional services, and shall perform all other acts and supply all other things necessary, to fully and properly perform and complete the work. The Contractor must act as the prime contractor and assume full responsibility for any Subcontractor's performance. The Contractor will be considered the sole point of contact with regard to all situations, including payment of all charges and the meeting of all other requirements.

7.33 DEFAULT (JAN 2006): (a) (1) PEBA may, subject to paragraphs (c) and (d) of this clause, by written notice of default to the Contractor, terminate this Contract in whole or in part if the Contractor fails to:

- (i) Deliver the supplies or to perform the services within the time specified in this Contract or any extension;
- (ii) Make progress, so as to endanger performance of this Contract (but see paragraph (a)(2) of this clause); or
- (iii) Perform any of the other material provisions of this Contract (but see paragraph (a)(2) of this clause).

(2) PEBA's right to terminate this Contract under subdivisions (a)(1)(ii) and (1)(iii) of this clause may be exercised if the Contractor does not cure such failure within ten (10) days (or more if authorized in writing by the Procurement Officer) after receipt of the notice from the Procurement Officer specifying the failure.

(b) If PEBA terminates this Contract in whole or in part, it may acquire, under the terms and in the manner the Procurement Officer considers appropriate, supplies or services similar to those terminated, and the Contractor will be liable to PEBA for any excess costs for those supplies or services. However, the Contractor shall continue the work not terminated.

(c) Except for defaults of subcontractors at any tier, the Contractor shall not be liable for any excess costs if the failure to perform the contract arises from causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include (1) acts of God or of the public enemy, (2) acts of the State in either its sovereign or contractual capacity, (3) fires, (4) floods, (5) epidemics, (6) quarantine restrictions, (7) strikes, (8) freight embargoes, and (9) unusually severe weather. In each instance the failure to perform must be beyond the control and without the fault or negligence of the Contractor.

(d) If the failure to perform is caused by the default of a subcontractor at any tier, and if the cause of the default is beyond the control of both the Contractor and subcontractor, and without the fault or negligence of either, the Contractor shall not be liable for any excess costs for failure to perform, unless the subcontracted supplies or services were obtainable from other sources in sufficient time for the Contractor to meet the required delivery schedule.

(e) If this Contract is terminated for default, PEBA may require the Contractor to transfer title and deliver to PEBA, as directed by the Procurement Officer, any (1) completed supplies, and (2) partially completed supplies and materials, parts, tools, dies, jigs, fixtures, plans, drawings, information, and contract rights (collectively referred to as "manufacturing materials" in this clause) that the Contractor has specifically produced or acquired for the terminated portion of this contract. Upon direction of the Procurement Officer, the Contractor shall also protect and preserve property in its possession in which PEBA has an interest.

(f) PEBA shall pay contract price for completed supplies delivered and accepted. The Contractor and Procurement Officer shall agree on the amount of payment for manufacturing materials delivered and accepted and for the protection and preservation of the property; if the parties fail to agree, the Procurement Officer shall set an amount subject to the Contractor's rights under the Disputes clause. Failure to agree will be a dispute under the Disputes

clause. PEBA may withhold from these amounts any sum the Procurement Officer determines to be necessary to protect PEBA against loss because of outstanding liens or claims of former lien holders.

(g) If, after termination, it is determined that the Contractor was not in default, or that the default was excusable, the rights and obligations of the parties shall, if the Contract contains a clause providing for termination for convenience of the State, be the same as if the termination had been issued for the convenience of the State. If, in the foregoing circumstances, this contract does not contain a clause providing for termination for convenience of the State, the contract shall be adjusted to compensate for such termination and the contract modified accordingly subject to the contractor's rights under the Disputes clause.

(h) The rights and remedies of PEBA in this clause are in addition to any other rights and remedies provided by law or under this contract.

7.34 DUTIES UPON TERMINATION: Upon expiration or termination of the Contract for any reason, the Contractor shall provide full cooperation to PEBA and any successor Contractor so that the transition to PEBA or a subsequent Contractor will be efficiently accomplished without any disruption in claims processing, claims payments, or services to participants and providers.

Within ten (10) working days following notice of termination of the Contract, the Contractor shall deliver to PEBA a detailed transition plan, including all information regarding current operations requested by PEBA, that PEBA, in its sole discretion, feels is necessary to effectuate a smooth transition to a successor contractor.

No later than sixty (60) days before the end of the term of the Contract, the Contractor shall provide any and all materials, data, records, databases, software, and all other things in the Contractor's possession to PEBA or the successor Contractor at no additional cost to PEBA, including:

- (1) all participants information received during the term of the contract,
- (2) claims processed during the preceding twenty-four (24) months;
- (3) sufficient information and technical assistance on current operations to assure that the transition can be achieved without disruption of ongoing operations.

For a year following the termination of the Contract, the Contractor shall provide any continuing support and/or information to PEBA and the successor contractor necessary to complete the transition and resolve outstanding claims, accounting, and customer service issues. Performance Guarantees will continue to apply during this period of transition.

In the event that PEBA has not secured alternate sources for the supplies and/or services under this Contract at the expiration of, or following termination of the Contract for any reason, the Contractor agrees to continue to perform hereunder at the then-applicable prices and terms until such alternate source is obtained and any transition period required to maintain continuity has been successfully completed.

7.35 ILLEGAL IMMIGRATION (NOV. 2008): (An overview is available at www.procurement.sc.gov) By signing your offer, you certify that you will comply with the applicable requirements of Title 8, Chapter 14 of the South Carolina Code of Laws and agree to provide to the State upon request any documentation required to establish either: (a) that Title 8, Chapter 14 is inapplicable to you and your subcontractors or sub-subcontractors; or (b) that you and your subcontractors or sub-subcontractors are in compliance with Title 8, Chapter 14. Pursuant to Section 8-14-60, "A person who knowingly makes or files any false, fictitious, or fraudulent document, statement, or report pursuant to this chapter is guilty of a felony, and, upon conviction, must be fined within the discretion of the court or imprisoned for not more than five years, or both." You agree to include in any contracts with your subcontractors language requiring your subcontractors to (a) comply with the applicable requirements of Title 8, Chapter 14, and (b) include in their contracts with the sub-subcontractors language requiring the sub-subcontractors to comply with the applicable requirements of Title 8, Chapter 14.

7.36 LAWSUIT NOTIFICATION AND COOPERATION. The Contractor shall notify PEBA of any lawsuit or legal claim asserted, brought, filed, or served against the Contractor arising out of or in connection with the goods or services acquired hereunder. Notification shall be made within two (2) business days after the date Contractor first learns, by any means, of the legal claim or lawsuit. The Contractor will keep PEBA apprised of all documents filed in the lawsuit, and, to the extent possible, allow PEBA the opportunity to review and provide input on the Contractor's draft documents before they are filed. PEBA will, at all times, retain the right to choose its own counsel and control its own defense. The Contractor also agrees to cooperate with PEBA and provide data, information, and documentation necessary to pursue litigation filed by or on behalf of PEBA against any party.

7.37 INDEMNIFICATION – THIRD PARTY CLAIMS - GENERAL.

(a) Notwithstanding any limitation in this Contract, and to the fullest extent permitted by law, Contractor will indemnify PEBA for any and all costs, expenses, settlement payments, attorney's fees, losses, liabilities, and damages from all suits or claims of any character brought by a third party, when the third party's claims arise out of or are in connection with the goods or services acquired under this Contract, whether caused in whole or in part by any act or omission of Contractor, its subcontractors, their employees, workmen, servants, agents, or anyone directly or indirectly employed by them or anyone for whose acts any of them may be liable, and regardless of whether or not caused in part by PEBA. The Contractor shall be required to indemnify under this section regardless of its own fault, but if PEBA's negligence is determined by the appropriate court to be the sole proximate cause of the suit or claim, the Contractor will not be required to indemnify PEBA under this paragraph. PEBA will, at all times, retain the right to choose its own counsel and control its own defense.

(b) PEBA may, at its sole discretion, request Contractor to provide defense of the third party claim or suit. If PEBA elects defense, Contractor will bear full responsibility for any and all costs, expenses, settlement payments, attorney's fees, losses, liabilities, and damages resulting from the suit or claim. PEBA will give Contractor timely notice of the suit or claim. PEBA's failure to provide or delay in providing such notice will relieve Contractor of its obligations under this subparagraph only if and to the extent that such delay or failure materially prejudices Contractor's ability to defend such action. Contractor must provide counsel acceptable to PEBA. Contractor will keep PEBA apprised of all documents filed or sent to the third party in the claim or suit and allow PEBA the opportunity to review and provide input on the Contractor's draft documents before they are filed or sent. PEBA reserves the right to revoke its request for defense at any point and to undertake responsibility for its own defense, in which case Contractor will be required to indemnify PEBA under subparagraph (a) of this paragraph. Contractor may not, without PEBA's prior written consent, settle, compromise, or consent to the entry of any judgment in any such commenced or threatened action, suit, or claim.

(c) Contractor's obligations hereunder are in no way limited by any protection afforded under workers' compensation acts, disability benefits acts, or other employee benefit acts. This clause will not negate, abridge, or reduce any other rights or obligations of indemnity which would otherwise exist at law or in equity. The obligations of this paragraph will survive termination, cancelation, or expiration of this Contract. This provision will be construed fairly and reasonably, neither strongly for nor against either party, and without regard to any clause regarding insurance.

7.38 INDEMNIFICATION - THIRD PARTY CLAIMS – DISCLOSURE OF INFORMATION:

(a) Notwithstanding any limitation in this Contract, and to the fullest extent permitted by law, Contractor will indemnify PEBA for any and all costs, expenses, settlement payments, attorney's fees, losses, liabilities, and damages from all suits or claims by a third party which arise out of or in connection with a disclosure of government information (as defined in the clause titled Information Security - Definitions) caused in whole or in part by any act or omission of Contractor, its subcontractors at any tier, their employees, workmen, servants,

agents, or anyone directly or indirectly employed by them or anyone for whose acts any of them may be liable, regardless of whether or not caused in part by PEBA. The Contractor shall be required to indemnify under this section regardless of its own fault, but if PEBA's negligence is determined by the appropriate court to be the sole proximate cause of the suit or claim, the Contractor will not be required to indemnify PEBA under this section. PEBA will, at all times, retain the right to choose its own counsel and control its own defense.

(b) PEBA may, at its sole discretion, request Contractor to provide defense of the third party claim or suit. If PEBA elects defense, Contractor will bear full responsibility for any and all costs, expenses, settlement payments, attorney's fees, losses, liabilities, and damages resulting from the suit or claim. PEBA will give Contractor timely notice of the suit or claim. PEBA's failure to provide or delay in providing such notice will relieve Contractor of its obligations under this subparagraph only if and to the extent that such delay or failure materially prejudices Contractor's ability to defend such action. Contractor must provide counsel acceptable to PEBA. The Contractor will keep PEBA apprised of all documents filed or sent to the third party in the claim or suit and, to the extent practicable, allow PEBA the opportunity to review and provide input on the Contractor's draft documents before they are filed or sent. Contractor may not, without PEBA's prior written consent, settle, compromise, or consent to the entry of any judgment in any such commenced or threatened action unless such settlement, compromise, or consent (i) includes an unconditional release of PEBA from all liability related to such commenced or threatened action, and (ii) is solely monetary in nature and does not include a statement as to, or an admission of fault, culpability, or failure to act by or on behalf of PEBA or otherwise adversely affect PEBA. PEBA's consent is necessary for any settlement that requires PEBA to part with any right or make any payment or subjects PEBA to any injunction. PEBA reserves the right to revoke its request for defense at any point and to undertake responsibility for its own defense, in which case Contractor will be required to indemnify PEBA under subparagraph (a) of this paragraph.

(c) Notwithstanding any other provision, Contractor's obligations pursuant to this clause are without any limitation whatsoever. Contractor's obligations under this clause shall survive the termination, cancellation, rejection, or expiration of the contract. This provision shall be construed fairly and reasonably, neither strongly for nor against either party, and without regard to any clause regarding insurance.

7.39 INFORMATION SECURITY - DEFINITIONS (FEB 2015): The following definitions are used in those clauses that cross reference this clause.

Compromise means disclosure of information to unauthorized persons, or a violation of the security policy of a system in which unauthorized intentional or unintentional disclosure, modification, destruction, or loss of an object may have occurred. Without limitation, the term "compromise" includes copying the data through covert network channels, or copying the data to unauthorized media, or disclosure of information in violation of any obligation imposed by this contract.

Data means a subset of information in an electronic format that allows it to be retrieved or transmitted.

Government information means information (i) provided to Contractor by, or generated by Contractor for, PEBA, or (ii) acquired or accessed by Contractor as a result of performing the Work. Without limiting the foregoing, government information includes any information that Contractor acquires or accesses by software or web-based services, which includes, without limitation, any metadata or location data. Government information excludes unrestricted information.

Information means any communication or representation of knowledge such as facts, statistics, or opinions, in any medium or form, including textual, numerical, graphic, cartographic, narrative, or audiovisual.

Information system means a discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of information.

Public information means any specific information, regardless of form or format, that the State has actively and intentionally disclosed, disseminated, or made available to the public. Information is not public information solely because it may be subject to inspection pursuant to an unfulfilled public records request.

Software means any computer program accessed or used by PEBA or a third party pursuant to or as a result of this contract.

Third party means any person or entity other than PEBA, the Contractor, or any subcontractors at any tier.

Unrestricted information means (1) public information acquired other than through performance of the work, (2) information acquired by Contractor prior to contract formation, (3) information incidental to your contract administration, such as financial, administrative, cost or pricing, or management information, and (4) any ideas, concepts, know-how, methodologies, processes, technologies, techniques which Contractor develops or learns in connection with Contractor's performance of the work.

Web-based service means a service accessed over the Internet and acquired, accessed, or used by the using governmental unit or a third party pursuant to or as a result of this contract, including without limitation, cloud services, software-as-a-service, and hosted computer services.

7.40 INFORMATION SECURITY - SAFEGUARDING REQUIREMENTS (FEB 2015)

(a) *Definitions.* The terms used in this clause shall have the same meaning as the terms defined in the clause titled Information Security – Definitions. In addition, as used in this clause—

Clearing means removal of data from an information system, its storage devices, and other peripheral devices with storage capacity, in such a way that the data may not be reconstructed using common system capabilities (i.e., through the keyboard); however, the data may be reconstructed using laboratory methods.

Intrusion means an unauthorized act of bypassing the security mechanisms of a system.

Media means physical devices or writing surfaces including but not limited to magnetic tapes, optical disks, magnetic disks, large scale integration memory chips, and printouts (but not including display media, e.g., a computer monitor, cathode ray tube (CRT) or other (transient) visual output) onto which information is recorded, stored, or printed within an information system.

Safeguarding means measures or controls that are prescribed to protect information.

Voice means all oral information regardless of transmission protocol.

(b) *Safeguarding Information.* Without limiting any other legal or contractual obligations, Contractor shall implement and maintain reasonable and appropriate administrative, physical, and technical safeguards (including without limitation written policies and procedures) for protection of the security, confidentiality and integrity of the government information in its possession. In addition, Contractor shall apply security controls when the Contractor reasonably determines that safeguarding requirements, in addition to those identified in paragraph (c) of this clause, may be required to provide adequate security, confidentiality and integrity in a dynamic environment based on an assessed risk or vulnerability. Contractor shall comply fully with all current and future updates of the information security requirements of PEBA, as outlined in this Contract and as provided during the term of the Contract.

(c) *Safeguarding requirements and procedures.* Contractor shall apply the following basic safeguarding requirements to protect government information from unauthorized access and disclosure:

(1) Protecting information on public computers or Web sites. Do not process government information on public computers (e.g., those available for use by the general public in kiosks, hotel business centers) or computers that do not have access control. Government information shall not be posted on Web sites that are publicly available or have access limited only by domain/Internet Protocol restriction. Such information may be posted to web pages that control access by user ID/password, user certificates, or other technical means, and that provide protection via use of security technologies. Access control may be provided by the intranet (versus the Web site itself or the application it hosts).

(2) Transmitting electronic information. Transmit email, text messages, blogs, and similar communications that contain government information using technology and processes that provide the best level of security and privacy available, given facilities, conditions, and environment.

(3) Transmitting voice and fax information. Transmit government information via voice and fax only when the sender has a reasonable assurance that access is limited to authorized recipients.

- (4) Physical and electronic barriers. Protect government information by at least one physical and one electronic barrier (e.g., locked container or room, login and password) when not under direct individual control.
- (5) Sanitization. At a minimum, clear information on media that have been used to process government information before external release or disposal. Overwriting is an acceptable means of clearing media in accordance with National Institute of Standards and Technology 800–88, Guidelines for Media Sanitization, at http://csrc.nist.gov/publications/nistpubs/800-88/NISTSP800-88_with-errata.pdf.
- (6) Intrusion protection. Provide at a minimum the following protections against intrusions and compromise:
- (i) Current and regularly updated malware protection services, e.g., anti-virus, antispyware.
 - (ii) Prompt application of security-relevant software upgrades, e.g., patches, service packs, and hot fixes.
- (7) Transfer limitations. Transfer government information only to those subcontractors that both require the information for purposes of contract performance and provide at least the same level of security as specified in this clause.
- (d) *Subcontracts*. Any reference in this clause to Contractor also includes any subcontractor at any tier. Contractor is responsible for, and shall impose by agreement requirements at least as secure as those imposed by this clause on, any other person or entity that contractor authorizes to take action related to government information.
- (e) *Due Diligence*. Contractor shall complete a due diligence process annually or as otherwise requested by PEBA or a PEBA designated third party. This process may include a written questionnaire and in some cases could require an onsite visit from PEBA or a PEBA designated third party.
- (f) *Background Checks*. Contractor shall ensure its staff shall have a criminal background check completed prior to accessing systems and/or applications that contain PEBA data. The background check shall be nationwide and, at a minimum, include federal, state, and county records where the Contractor's staff member has resided for the past seven years. PEBA maintains the right to request a third party vendor or an individual who is involved with PEBA data and/or systems be removed from the further interaction with PEBA's data and/or systems.
- (g) *Training*. Contractor shall provide security and privacy training, at least annually, for all staff members who have access to systems and/or applications that contain PEBA data.
- (h) *Other contractual requirements regarding the safeguarding of information*. This clause addresses basic requirements and is subordinate to any other contract clauses or requirements to the extent that it specifically provides for enhanced safeguarding of information or information systems.

7.41 INFORMATION SECURITY – DATA LOCATION (FEB 2015): Contractor is prohibited from accessing, processing, transmitting, or storing government information, as defined in the clause titled Information Security, outside the United States. This obligation is a material requirement of this contract.

7.42 INFORMATION USE AND DISCLOSURE (FEB 2015): Except to the extent necessary for performance of the work, citizens should not be required to share information with those engaged by the government in order to access services provided by the government and such information should be used by those engaged by the government only to the extent necessary to perform the work acquired; accordingly, this clause addresses basic requirements for the Contractor's use and disclosure of government information, which expressly includes, but is not limited to, information provided by or obtained from the citizens. Anonymizing information does not resolve the foregoing concern. This clause should be broadly interpreted to effectuate this intent. Every obligation in this clause is material. Absent express reference to this clause, this clause supersedes any other clause to the extent of any inconsistency unless and to the extent the other clause provides greater protection for government information.

(a) *Definitions*. The terms used in this clause shall have the same meaning as the terms defined in the clause titled Information Security – Definitions.

(b) *Legal mandates*. Contractor shall be permitted to use, disclose, or retain government information to the limited extent necessary to comply with any requirement imposed on Contractor by law. If it is necessary for Contractor to use, disclose, or retain government information in order to comply with a law, Contractor shall provide using

governmental unit with written notice, including a description of the circumstances and applicable law, in advance of such use, disclosure or retention except to the extent expressly prohibited by law.

(c) *Flow down.* Any reference in this clause to Contractor also includes any subcontractor at any tier. Contractor is responsible for, and shall impose by agreement the requirements of this clause on, any other person or entity that contractor authorizes to take action related to government information.

(d) *Collecting Information.* Contractor must gather and maintain government information only to the minimum extent necessary to accomplish the work.

(e) *Rights, Disclosure and Use.* Except as otherwise expressly provided in this solicitation, Contractor agrees NOT to either (1) use or disclose government information, or (2) retain government information after termination or expiration of this contract. Contractor acquires no rights in any government information except the limited rights to use, disclose and retain the government information in accordance with the terms of this solicitation. To the extent reasonably necessary to perform the work, Contractor may: (i) use (including access, process, transmit, and store) and maintain the government information itself; and (ii) disclose government information to persons having a need-to-know (e.g., subcontractors). Before disclosing government information to a subcontractor or third party, Contractor shall give PEBA detailed written notice of both the reason for disclosure and the identity and location of the recipient. The notice shall be provided no later than fifteen (15) business days in advance of the disclosure.

(f) *Return.* Notwithstanding PEBA's failure to perform or the pendency of a dispute, Contractor agrees to promptly deliver to PEBA (or destroy, at PEBA's option) all government information in its possession as and upon written request of PEBA (provided that, if the contract has not expired or been terminated, Contractor shall be excused from the performance of any work reasonably dependent on Contractor's further access to such government information).

(g) *Privacy Policy & Applicable Laws.* Without limiting any other legal or contractual obligations imposed by this contract or the law, Contractor shall (a) comply with its own privacy policies and written privacy statements relevant to the work, and (b) comply with (1) all laws applicable to Contractor regarding government information, and (2) all laws and standards identified in the clause, if included, entitled Information Use and Disclosure – Standards.

(h) *Actions Following Unintended Disclosure.* Immediately upon discovery of a compromise or improper use of government information, Contractor shall take such action as may be necessary to preserve forensic evidence and eliminate the cause of the compromise or improper use. As soon as practicable, but no later than two business days after discovery, Contractor shall notify PEBA of the compromise or improper use, including a description of the circumstances of the use or compromise. As soon as practicable after discovery, Contractor shall undertake a thorough forensic investigation of any compromise or improper use and provide PEBA all information necessary to enable PEBA to fully understand the nature and extent of the compromise or improper use. With regard to any compromise or improper use of government information, Contractor shall: (1) provide any notification to third parties legally required to be provided such notice by Contractor, and if not (e.g., if legally required of PEBA), Contractor shall reimburse PEBA for the cost of providing such notifications; (2) pay all costs and expenses for at least two years of identity theft monitoring services (including without limitation, credit monitoring) and identity theft restoration services for any such affected individuals receiving notice where such services are appropriate given the circumstances of the incident and the nature of the information compromised; (3) undertake any other measures that are customary and reasonable for an entity to take when experiencing a similar disclosure, (4) pay any related fines or penalties imposed on PEBA, and (5) reimburse PEBA all costs reasonably incurred for communications and public relations services involved in responding to the compromise or improper use. Notwithstanding any other provision, contractor's obligations pursuant to this item (h) are without limitation.

(i) *Survival & Remedy.* All the obligations imposed by this paragraph are material. The obligations of this section shall survive termination or expiration of the contract. Without limiting any rights PEBA may have, and notwithstanding any other term of this contract, Contractor agrees that PEBA may have no adequate remedy at law for a breach of Contractor's obligations under this clause and therefore PEBA shall be entitled to pursue equitable remedies in the event of a breach of this clause.

7.43 INFORMATION USE AND DISCLOSURE – STANDARDS (FEB 2015): To the extent applicable:

- (a) Breach of security of state agency data; notification; rights and remedies of injured parties; penalties; notification of Consumer Protection Division, S.C. Code Ann. § 1-11-490.
- (b) South Carolina Financial Identity Fraud and Identity Theft Protection Act (FIFITPA), 2008 Act 190, as amended. Solely for purposes of Section 39-1-90 of the South Carolina Code of Laws, as amended, Contractor is deemed to be the owner of government information, as defined herein, and Contractor agrees that PEBA is not a licensee.
- (c) The South Carolina Family Privacy Protection Act of 2002, S.C. Code Ann. §§ 30-2-10, *et seq.*
- (d) Personal Identifying Information Privacy Protection, S.C. Code Ann. §§ 30-2-310 *et seq.*
- (e) Data Breach Notification, Proviso 117.110 of the 2015-2016 Appropriations Act. H.R. 3701 § 117.110. 121st Cong. (S.C. 2015) (Act 91), as revised in any future annual appropriations act.

7.44 LICENSES AND PERMITS (JAN 2006): During the term of the Contract, the Contractor shall be responsible for obtaining, and maintaining in good standing, all licenses (including professional licenses, if any), permits, inspections and related fees for each or any such licenses, permits and /or inspections required by the State, county, city or other government entity or unit to accomplish the work specified in this solicitation and the contract.

7.45 OFFSHORE CONTRACTING PROHIBITED (FEB 2015): No part of the resulting contract from this solicitation may be performed offshore of the United States by persons located offshore of the United State or by means, methods, or communications that, in whole or in part, take place offshore of the United States.

7.46 PERFORMANCE BOND REQUIRED: As a condition of the execution of the Contract, the Contractor shall supply security in the form of cash; cash equivalent; or an unconditional, irrevocable, standby letter of credit on deposit in or issued by, respectively, a federal or state chartered bank with offices physically located in the State of South Carolina in the amount of one million dollars US (\$1,000,000.00) whereby funds are (1) pledged to the benefit of PEBA; (2) are not under the control of the Contractor; and (3) are payable to PEBA upon written demand to the holder.

This security is for the faithful performance of this Contract between PEBA and Contractor and will further protect, indemnify, and save harmless PEBA from all costs and damages by reason of the Contractor's default, breach, or failure to satisfactorily perform the obligations outlined in this Request For Proposal (including Performance Guarantees), the Contractor's response thereto, and any amendments, modifications, or change orders.

In the event of any condition of breach or other circumstance, such as those set forth above, attributable to the Contractor, PEBA shall have the right to draw against the security such sums as are necessary to make PEBA whole, to secure and compensate PEBA for substituted services, to collect damages under a Performance Guarantee, or other forms of relief made necessary. Nothing herein shall be construed to mean that the security provided for herein is exclusive or constitutes any limitation or restriction on any remedies to which PEBA may be entitled.

The Contractor shall establish the security not later than ten (10) days after execution of the contract, and failure to satisfy this requirement will void the Contract. Any interest or other income resulting from the security shall become and remain the property and possession of the Contractor and shall be payable to the Contractor. The Contractor may request a reduction in the security on an annual basis, no earlier than twelve (12) months after the first anniversary date of acceptance of the service, and PEBA's consideration of such request shall take into account performance and likelihood of the need for future protection provided by the security to PEBA. The

security required under this section must extend through the initial Contract term, any renewal terms, and the period of transition described in section 7.34, Duties Upon Termination.

7.47 PRICE ADJUSTMENTS (JAN 2006): (1) Method of Adjustment. Any adjustment in the Contract price made pursuant to a clause in this contract shall be consistent with this Contract and shall be arrived at through whichever one of the following ways is the most valid approximation of the actual cost to the Contractor (including profit, if otherwise allowed):

(a) by agreement on a fixed price adjustment before commencement of the pertinent performance or as soon thereafter as practicable;

(b) by unit prices specified in the Contract or subsequently agreed upon;

(c) by the costs attributable to the event or situation covered by the relevant clause, including profit if otherwise allowed, all as specified in the Contract; or subsequently agreed upon;

(d) in such other manner as the parties may mutually agree; or,

(e) in the absence of agreement by the parties, through a unilateral initial written determination by the Procurement Officer of the costs attributable to the event or situation covered by the clause, including profit if otherwise allowed, all as computed by the Procurement Officer in accordance with generally accepted accounting principles, subject to the provisions of Title 11, Chapter 35, Article 17 of the S.C. Code of Laws.

(2) Submission of Price or Cost Data. Upon request of the Procurement Officer, the contractor shall provide reasonably available factual information to substantiate that the price or cost offered, for any price adjustments is reasonable, consistent with the provisions of Section 11-35-1830.

7.48 PRICE ADJUSTMENT - LIMITED: Premiums and fees shall not be increased during the initial term of the Contract (1/1/2022 through 12/31/2024). Upon approval of the Procurement Officer, premiums and fees may be adjusted for renewal term one (1/1/2025 through 12/31/2025) and renewal term two (1/1/2026 through 12/31/2026) of the term of the contract. Any request for a price increase must be received by the Procurement Officer by January 15, 2024, for renewal term one and by January 15, 2025, for renewal term two and must be accompanied by sufficient documentation to justify the increase. A price increase must be executed as a change order.

7.49 PRICE ADJUSTMENTS--LIMITED BY CPI "OTHER GOODS & SERVICES" (JAN 2006): Upon request and adequate justification, the Procurement Officer may grant a price increase up to, but not to exceed, the unadjusted percent change for the most recent 12 months for which data is available, that is not subject to revision, in the Consumer Price Index (CPI) for all urban consumers (CPI-U), "Other Goods & Services" for services, as determined by the Procurement Officer. The Bureau of Labor and Statistics publishes this information on the web at www.bls.gov

7.50 PRICING DATA -- AUDIT -- INSPECTION (JAN 2006)

(a) Cost or Pricing Data. Upon Procurement Officer's request, you shall submit cost or pricing data, as defined by 48 C.F.R. Section 2.101 (2004), prior to either (1) any award to contractor pursuant to 11-35-1530 or 11-35-1560, if the total contract price exceeds \$500,000, or (2) execution of a change order or contract modification with Contractor which exceeds \$100,000. Your price, including profit or fee, shall be adjusted to exclude any significant sums by which the State finds that such price was increased because you furnished cost or pricing data that was inaccurate, incomplete, or not current as of the date agreed upon between parties. (b) Records Retention. You shall maintain your records for three years from the date of final payment, or longer if requested by the Chief Procurement Officer. The State may audit your records at reasonable times and places. As used in this subparagraph (b), the term "records" means any books or records that relate to cost or pricing data submitted pursuant to this clause. In addition to the obligation stated in this subparagraph (b), you shall retain all records and allow any audits provided for by 11-35-2220(2). (c) Inspection. At reasonable times, the State may inspect any part of your place of business which is related to performance of the work. (d) Instructions Certification.

When you submit data pursuant to subparagraph (a), you shall (1) do so in accordance with the instructions appearing in Table 15-2 of 48 C.F.R. Section 15.408 (2004) (adapted as necessary for the state context), and (2) submit a Certificate of Current Cost or Pricing Data, as prescribed by 48 CFR Section 15.406-2(a) (adapted as necessary for the State context). (e) Subcontracts. You shall include the above text of this clause in all of your subcontracts. (f) Nothing in this clause limits any other rights of the state.

7.51 RELATIONSHIP OF THE PARTIES (JAN 2006): Neither party is an employee, agent, partner, or joint venturer of the other. Neither party has the right or ability to bind the other to any agreement with a third party or to incur any obligation or liability on behalf of the other party.

7.52 RESTRICTIONS ON PRESENTING TERMS OF USE OR OFFERING ADDITIONAL SERVICES:

(a) Citizens, as well as public employees (acting in their individual capacity), should not be unnecessarily required to agree to or provide consent to policies or contractual terms in order to access services acquired by the government pursuant to this contract (hereinafter “applicable services”) or, in the case of public employees, to perform their job duties; accordingly, in performing the work, contractor shall not require or invite any citizen or public employee to agree to or provide consent to any end user contract, privacy policy, or other terms of use (hereinafter “terms of use”) not previously approved in writing by the procurement officer. Contractor agrees that any terms of use regarding applicable services are void and of no effect.

(b) Unless expressly provided in the solicitation, public contracts are not intended to provide contractors an opportunity to market additional products and services; accordingly, in performing the work, contractor shall not – for itself or on behalf of any third party – offer citizens or public employees (other than the procurement officer) any additional products or services not required by the contract.

(c) Any reference to contractor in items (a) or (b) also includes any subcontractor at any tier. Contractor is responsible for compliance with these obligations by any person or entity that contractor authorizes to take any action related to the work.

(d) Any violation of this clause is a material breach of contract. The parties acknowledge the difficulties inherent in determining the damage from any breach of these restrictions. Contractor shall pay PEBA liquidated damages of \$1,000 for each contact with a citizen or end user that violates this restriction.

7.53 SERVICE PROVIDER SECURITY ASSESSMENT QUESTIONNAIRE – REQUIRED:

The Contractor must demonstrate that programs, policies, and procedures are in place to adequately provide for the confidentiality, integrity, and availability of the information systems used by Contractor to process, store, transmit, and access all government information. In order for PEBA to accurately evaluate the strength and viability of the Contractor’s security policies, procedures and practices related to confidentiality, integrity and availability, Offerors must submit with their offers a thorough and complete written response to the Service Provider Security Assessment Questionnaire (“Response to SPSAQ”) attached to this Solicitation (Attachment 3), which must address all applicable organizations and applicable information systems. The terms used in this clause shall have the same meaning as the terms defined in the clause titled Information Security – Definitions.

7.54 SERVICE PROVIDER SECURITY REPRESENTATION (FEB 2015): The following obligations are subordinate to any other contract clause to the extent the other clause specifically provides for enhanced safeguarding of government information, applicable information systems, or applicable organizations. Offeror (i) warrants that the work will be performed, and any applicable information system (as defined in the clause titled “Information Security - Definitions”) will be established and maintained in substantial conformity with the information provided in Offeror’s Response to SPSAQ; (ii) agrees to provide PEBA with prompt notice of any material variation in operations from that reflected in the Response to SPSAQ; and (iii) agrees to comply with all other obligations involving either information security or information use and disclosure imposed by the contract,

notwithstanding any inconsistent statement in Offeror's Response to SPSAQ. To the extent Offeror's Response to SPSAQ does not conform to any other contractual requirements, PEBA's lack of objection does not constitute a waiver.

7.55 TERM OF CONTRACT - EFFECTIVE DATE:

Maximum Contract Term: January 1, 2022, through December 31, 2026.

Initial Contract Term: January 1, 2022, through December 31, 2024.

These dates are estimates only. The effective date of this Contract is the first day of the Contract Term as specified on the final statement of award. Regardless, this Contract expires no later than the last date stated on the final statement of award.

7.56 TERMINATION FOR CONVENIENCE: (1) Termination. The Procurement Officer may terminate this Contract in whole or in part, for the convenience of the State. The Procurement Officer shall give written notice of the termination to the Contractor specifying the part of the Contract terminated and when termination becomes effective.

(2) Contractor's Obligations. The Contractor shall incur no further obligations in connection with the terminated work and on the date set in the notice of termination the Contractor will stop work to the extent specified. The Contractor shall also terminate outstanding orders and subcontracts as they relate to the terminated work. The Contractor shall settle the liabilities and claims arising out of the termination of subcontracts and orders connected with the terminated work. The Procurement Officer may direct the Contractor to assign the Contractor's right, title, and interest under terminated orders or subcontracts to PEBA. The Contractor must still complete the work not terminated by the notice of termination and may incur obligations as are necessary to do so.

(3) Right to Supplies. The Procurement Officer may require the Contractor to transfer title and deliver to PEBA in the manner and to the extent directed by the Procurement Officer: (a) any completed supplies; and (b) such partially completed supplies and materials, parts, tools, dies, jigs, fixtures, plans, drawings, information, and contract rights (hereinafter called "manufacturing material") as the Contractor has specifically produced or specially acquired for the performance of the terminated part of this contract. The Contractor shall, upon direction of the Procurement Officer, protect and preserve property in the possession of the Contractor in which PEBA has an interest. If the Procurement Officer does not exercise this right, the Contractor shall use best efforts to sell such supplies and manufacturing materials in accordance with the standards of Uniform Commercial Code Section 2-706. Utilization of this Section in no way implies that PEBA has breached the Contract by exercise of the Termination for Convenience Clause.

(4) Compensation. (a) The Contractor shall submit a termination claim specifying the amounts due because of the termination for convenience together with cost or pricing data required by Section 11-35-1830 bearing on such claim. If the Contractor fails to file a termination claim within one year from the effective date of termination, the Procurement Officer may pay the Contractor, if at all, an amount set in accordance with Subparagraph (c) of this Paragraph.

(b) The Procurement Officer and the Contractor may agree to a settlement and that the settlement does not exceed the total contract price plus settlement costs reduced by payments previously made by PEBA, the proceeds of any sales of supplies and manufacturing materials under Paragraph (3) of this clause, and the contract price of the work not terminated;

(c) Absent complete agreement under Subparagraph (b) of this Paragraph, the Procurement Officer shall pay the Contractor the following amounts, provided payments agreed to under Subparagraph (b) shall not duplicate payments under this Subparagraph:

(i) contract prices for supplies or services accepted under the contract;

(ii) costs reasonably incurred in performing the terminated portion of the work less amounts paid or to be paid for

accepted supplies or services;

(iii) reasonable costs of settling and paying claims arising out of the termination of subcontracts or orders pursuant to Paragraph (2) of this clause. These costs must not include costs paid in accordance with Subparagraph (c)(ii) of this paragraph;

(iv) any other reasonable costs that have resulted from the termination. The total sum to be paid the Contractor under this Subparagraph shall not exceed the total contract price plus the reasonable settlement costs of the Contractor reduced by the amount of payments otherwise made, the proceeds of any sales of supplies and manufacturing materials under Subparagraph (b) of this Paragraph, and the contract price of work not terminated.

(d) Contractor must demonstrate any costs claimed, agreed to, or established under Subparagraphs (b) and (c) of this Paragraph using its standard record keeping system, provided such system is consistent with any applicable Generally Accepted Accounting Principles.

(5) Contractor's failure to include an appropriate termination for convenience clause in any subcontract shall not (i) affect PEBA's right to require the termination of a subcontract, or (ii) increase the obligation of PEBA beyond what it would have been if the subcontract had contained an appropriate clause.

PART 8

ATTACHMENTS TO SOLICITATION

Attachment 1 -- Important Tax Notice – Nonresidents Only

Attachment 2 -- Offeror's Checklist

Attachment 3 -- Service Provider Security Assessment Questionnaire

Attachment 4 -- Minority Participation Form

Attachment 5 -- Business Associate Agreement

Attachment 6 -- Non-Disclosure Agreement

Attachment 7 -- Provider Reimbursement Methodologies

Attachment 8 -- Pricing and Network Data

Attachment 9 -- 2021 State Health Plan Benefit Design Including Behavioral Health Services

Attachment 10-- 2021 MUSC Group Health Benefits Plans for MUSC and MUHA

Attachment 11-- State Health Plan, MUSC Health Plan Claims and Enrollment Data (Tabs 1-12)

Tab 1: State Health Plan and MUSC Health Plan inpatient behavioral health claims experience

Tab 2: State Health Plan and MUSC Health Plan outpatient behavioral health claims experience

Tab 3: State Health Plan medical and prescription drug claim expenditures

Tab 4: MUSC Health Plan medical and prescription drug claim expenditures

Tab 5: State Health Plan behavioral health claims expenditures

Tab 6: State Health Plan behavioral health claims expenditures by three-digit ICD10 code

Tab 7: MUSC Health Plan behavioral health claims expenditures

Tab 8: MUSC Health Plan all behavioral health claims expenditures by three-digit ICD10 code

Tab 9: Tobacco cessation nicotine replacement therapy claims expenditures by procedure code

Tab 10: State Health Plan and MUSC Health Plan covered lives counts by month and year

Tab 11: State Health Plan Subscriber and dependent enrollment by zip code

Tab 12: MUSC Health Plan Subscriber and dependent enrollment by zip code

Attachment 12-- Communications Cobranded Sample

Attachment 13-- Network Roster

Attachment 14-- Questions and Answers

Attachment 1
IMPORTANT TAX NOTICE - NONRESIDENTS ONLY

Withholding Requirements for Payments to Nonresidents: Section 12-8-550 of the South Carolina Code of Laws requires persons hiring or contracting with a nonresident conducting a business or performing personal services of a temporary nature within South Carolina to withhold 2% of each payment made to the nonresident. The withholding requirement does not apply to (1) payments on purchase orders for tangible personal property when the payments are not accompanied by services to be performed in South Carolina, (2) nonresidents who are not conducting business in South Carolina, (3) nonresidents for contracts that do not exceed \$10,000 in a calendar year, or (4) payments to a nonresident who (a) registers with either the S.C. Department of Revenue or the S.C. Secretary of State and (b) submits a Nonresident Taxpayer Registration Affidavit - Income Tax Withholding, Form I-312 to the person letting the contract.

The withholding requirement applies to every governmental entity that uses a contract ("Using Entity"). Nonresidents should submit a separate copy of the Nonresident Taxpayer Registration Affidavit - Income Tax Withholding, Form I-312 to every Using Entity that makes payment to the nonresident pursuant to this solicitation. Once submitted, an affidavit is valid for all contracts between the nonresident and the Using Entity, unless the Using Entity receives notice from the Department of Revenue that the exemption from withholding has been revoked.

Section 12-8-540 requires persons making payment to a nonresident taxpayer of rentals or royalties at a rate of \$1,200.00 or more a year for the use of or for the privilege of using property in South Carolina to withhold 7% of the total of each payment made to a nonresident taxpayer who is not a corporation and 5% if the payment is made to a corporation. Contact the Department of Revenue for any applicable exceptions.

For information about other withholding requirements (e.g., employee withholding), contact the Withholding Section at the South Carolina Department of Revenue at 803-898-5383 or visit the Department's website at www.sctax.org.

This notice is for informational purposes only. This agency does not administer and has no authority over tax issues. All registration questions should be directed to the License and Registration Section at 803-898-5872 or to the South Carolina Department of Revenue, Registration Unit, Columbia, S.C. 29214-0140. All withholding questions should be directed to the Withholding Section at 803-898-5383.



STATE OF SOUTH CAROLINA
DEPARTMENT OF REVENUE
**NONRESIDENT TAXPAYER
REGISTRATION AFFIDAVIT
INCOME TAX WITHHOLDING**

I-312
(Rev. 6/26/01)
3323

The undersigned nonresident taxpayer on oath, being first duly sworn, hereby certifies as follows:

1. Name of Nonresident Taxpayer: _____

2. Trade Name, if applicable (Doing Business As):

3. Mailing Address: _____

4. Federal Identification Number: _____

5. _____ Hiring or Contracting with:
Name: _____
Address: _____

_____ Receiving Rentals or Royalties From:
Name: _____
Address: _____

_____ Beneficiary of Trusts and Estates:
Name: _____
Address: _____

6. I hereby certify that the above named nonresident taxpayer is currently registered with (check the appropriate box):

- ☐ The South Carolina Secretary of State or
☐ The South Carolina Department of Revenue

Date of Registration: _____

7. I understand that by this registration, the above named nonresident taxpayer has agreed to be subject to the jurisdiction of the South Carolina Department of Revenue and the courts of South Carolina to determine its South Carolina tax liability, including estimated taxes, together with any related interest and penalties.

8. I understand the South Carolina Department of Revenue may revoke the withholding exemption granted under Code Sections 12-8-540 (rentals), 12-8-550 (temporarily doing business or professional services in South Carolina), and 12-8-570 (distributions to nonresident beneficiary by trusts or estates) at any time it determines that the above named nonresident taxpayer is not cooperating with the Department in the determination of its correct South Carolina tax liability.

The undersigned understands that any false statement contained herein could be punished by fine, imprisonment or both.

Recognizing that I am subject to the criminal penalties under Code Section 12-54-44 (B) (6) (a) (i), I declare that I have examined this affidavit and to the best of my knowledge and belief, it is true, correct and complete.

Signature of Nonresident Taxpayer (Owner, Partner or Corporate Officer, when relevant) (Seal) _____
Date

If Corporate officer state title: _____

(Name - Please Print)

Attachment 2
OFFEROR'S CHECKLIST
AVOID COMMON PROPOSAL MISTAKES

Review this checklist prior to submitting your proposal.
If you fail to follow this checklist, you risk having your proposal rejected.

- DO NOT INCLUDE ANY OF YOUR STANDARD CONTRACT FORMS!
- UNLESS EXPRESSLY REQUIRED, DO NOT INCLUDE ANY ADDITIONAL BOILERPLATE CONTRACT CLAUSES.
- REREAD YOUR ENTIRE PROPOSAL TO MAKE SURE YOUR PROPOSAL DOES NOT TAKE EXCEPTION TO ANY OF THE STATE'S MANDATORY REQUIREMENTS.
- MAKE SURE YOU HAVE PROPERLY MARKED ALL PROTECTED, CONFIDENTIAL, OR TRADE SECRET INFORMATION IN ACCORDANCE WITH THE INSTRUCTIONS ENTITLED: SUBMITTING CONFIDENTIAL INFORMATION. DO NOT MARK YOUR ENTIRE PROPOSAL AS CONFIDENTIAL, TRADE SECRET, OR PROTECTED! DO NOT INCLUDE A LEGEND ON THE COVER STATING THAT YOUR ENTIRE RESPONSE IS NOT TO BE RELEASED!
- HAVE YOU PROPERLY ACKNOWLEDGED ALL AMENDMENTS? INSTRUCTIONS REGARDING HOW TO ACKNOWLEDGE AN AMENDMENT SHOULD APPEAR IN ALL AMENDMENTS ISSUED.
- MAKE SURE YOUR PROPOSAL INCLUDES A COPY OF THE SOLICITATION COVER PAGE. MAKE SURE THE COVER PAGE IS SIGNED BY A PERSON THAT IS AUTHORIZED TO CONTRACTUALLY BIND YOUR BUSINESS.
- MAKE SURE YOUR PROPOSAL INCLUDES THE NUMBER OF COPIES REQUESTED.
- CHECK TO ENSURE YOUR PROPOSAL INCLUDES EVERYTHING REQUESTED!
- IF YOU HAVE CONCERNS ABOUT THE SOLICITATION, DO NOT RAISE THOSE CONCERNS IN YOUR RESPONSE! AFTER OPENING, IT IS TOO LATE! AS THIS SOLICITATION INCLUDES A QUESTION & ANSWER PERIOD, RAISE YOUR QUESTIONS AS A PART OF THAT PROCESS!

This checklist is included only as a reminder to help offerors avoid common mistakes.
Responsiveness will be evaluated against the solicitation, not against this checklist.
You do not need to return this checklist with your response.

Attachment 3

Service Provider Security Assessment Questionnaire

Instructions: (1) Attach additional pages or documents as appropriate and make sure answers cross reference to the questions below. (2) As used in this Questionnaire, the phrase “government information” shall have the meaning defined in the clause titled “Information Security.” (3) This Questionnaire must be read in conjunction with both of the following two clauses (a) Service Provider Security Assessment Questionnaire – Required, and (b) Service Provider Security Representation.

Access Control

1. Describe your policies and procedures that ensure access to government information is limited to only those employees and contractors who require access to perform your proposed services.
2. What safeguards and practices do you have in place to vet your employees and contractors who will have access to government information?
3. Describe safeguards that are in place to prevent unauthorized use, reuse, distribution, transmission, manipulation, copying, modification, access or disclosure of government information.

Data Protection and Disposal

4. Do you have documented policies and procedures for managing information assets? If yes, please provide those policies and procedures.
5. Will government information be encrypted at rest? Will government information be encrypted when transmitted? Will government information be encrypted during data backups, and on backup media? Please elaborate.
6. How will government information be managed after contract termination? Will government information provided to the Contractor be deleted or destroyed? When will this occur?

Third Party Management

7. Identify any third party which will host or have access to government information.
8. Describe and explain your security policies and procedures as they relate to your use of your contractors and next-tier sub -contractors.

Human Resources

9. Do you conduct employee awareness training? If so, please explain.

Audit and Compliance

10. List any reports or certifications that you have from properly accredited third-parties that demonstrate that adequate security controls and assurance requirements are in place to adequately provide for the confidentiality, integrity, and availability of the information systems used to process, store, transmit, and access all government information. (For example, an ISO/IEC 27001 compliance certificate, an AICPA SOC 2 (Type 2) report, or perhaps an AICPA SOC 3 report (i.e., a SysTrust or WebTrust seal)). For each certification, describe the scope of the assessment performed. Will these reports / certifications remain in place for the duration of the contract? Will you provide the state with most recent and future versions of the applicable compliance certificate / audit report?

HIPAA Compliance

11. What was the last date of your last HIPAA risk assessment for privacy and security? Who conducted the assessment?
12. Does your company have any policies related specifically to HIPAA? If so please provide more details on the name, date of last update, and general information about the policy.
13. Please provide the last three dates that HIPAA training was provided to staff. Describe the training.
14. Have executive officers been trained on HIPAA?
15. Do you have a dedicated HIPAA Compliance officer and/or department? If so, please describe the department and provide contact information for that department.
16. Do you have a dedicated Security Officer and Privacy Officer? If so please describe who they report to and provide basic information about their job responsibilities and roles.
17. To the best of your knowledge, is your company/entity HIPAA compliant? If not, please provide information explaining why not.

Physical Security

18. Please list the geographical locations of your data centers that could contain PEBA data. Do your secondary/failover sites have commensurate security with your primary site?
19. Describe the policies, procedures and practices you have in place to provide for the physical security of your data centers and other sites where government information will be hosted, accessed or maintained.

Detection and Prevention

20. What controls are in place to detect security breaches? What system and network activity do you log? How long do you maintain these audit logs?
21. Is penetration testing and/or vulnerability assessments performed annually? Is this done with an outside vendor or is it performed using internal staff? Please list the last 3 assessment dates.

Incident Response

- 22. Describe your incident response policies and practices.
- 23. Have you had any breaches in the last 3 years which involve more than 500 records? If yes, please provide details. Have you had paid any regulatory fines related to the loss of Personal Health Information and/or Personally Identifiable Information in the last three years? If yes, please describe.

Security Requirements and General Information

- 24. Are there any planned system upgrades, conversions, other system changes that may affect PEBA in the next year? If yes, please describe.
- 25. Are there any other material items that you believe we should be aware of?

Offeror's response to this questionnaire includes any other information submitted with its offer regarding information or data security.

**SIGNATURE OF PERSON AUTHORIZED TO REPRESENT THE ACCURACY OF THIS INFORMATION
ON BEHALF OF CONTRACTOR:**

By: _____
(authorized signature)

Its: _____
(printed name of person signing above)

(title of person signing above)

Date: _____

Attachment 4

Minority Participation

Is the Offeror a South Carolina Certified Minority Business? ☐ Yes ☐ No

Is the Offeror a Minority Business certified by another governmental entity? ☐ Yes ☐ No

If so, please list the certifying governmental entity:

Will any of the work under this contract be performed by a SC certified Minority Business as a subcontractor?
☐ Yes ☐ No

If so, what percentage of the total value of the contract will be performed by a SC certified Minority Business as a subcontractor?

Will any of the work under this contract be performed by a minority business certified by another governmental entity as a subcontractor? ☐ Yes ☐ No

If so, what percentage of the total value of the contract will be performed by a minority business certified by another governmental entity as a subcontractor?

If a certified Minority Business is participating in this contract, please indicate all categories for which the Business is certified:

- ☐ Traditional minority
- ☐ Traditional minority, but female ☐ Women (Caucasian females)
- ☐ Hispanic minorities
- ☐ DOT referral (Traditional minority) ☐ DOT referral (Caucasian female)
- ☐ Temporary certification
- ☐ SBA 8 (a) certification referral
- ☐ Other minorities (Native American, Asian, etc.)

(If more than one minority contractor will be utilized in the performance of this contract, please provide the information above for each minority business.)

For a list of certified minority firms, please consult the Minority Business Directory, which is available at the following URL: <http://osmba.sc.gov/index.html>

Attachment 5

Business Associate Agreement

THIS BUSINESS ASSOCIATE AGREEMENT (“Agreement”) is entered into as of the ____ day of _____, _____ between **NAME OF BUSINESS ASSOCIATE, ADDRESS OF BUSINESS ASSOCIATE** (hereinafter referred to as “Business Associate”) and the **South Carolina Public Employee Benefit Authority**, 202 Arbor Lake Drive, Columbia, South Carolina 29223 (hereinafter referred to as the “Covered Entity”).

In consideration of the mutual promises and agreements set forth herein, Covered Entity and Business Associate do hereby contract and agree as follows:

1. DEFINITIONS

- (a) “Breach” shall have the same meaning as the term “Breach” in 45 CFR § 164.402.
- (b) “Business Associate” shall generally have the same meaning as the term “Business Associate” at 45 CFR § 160.103, and in reference to the party to this agreement, shall mean **NAME OF BUSINESS ASSOCIATE**.
- (c) “Compliance Date” shall have the same meaning as the term “Compliance Date” in 45 CFR § 160.103.
- (d) “Covered Entity” shall generally have the same meaning as the term “Covered Entity” at 45 CFR § 160.103, and in reference to the party to this agreement shall mean the South Carolina Public Employee Benefit Authority (PEBA).
- (e) “Data Aggregation” shall have the same meaning as the term “Data Aggregation” in 45 CFR § 164.501.
- (f) “Designated Record Set” shall have the same meaning as the term “Designated Record Set” in 45 CFR § 164.501.
- (g) “Electronic Protected Health Information” shall have the same meaning as “Electronic Protected Health Information” in 45 CFR § 160.103.
- (h) “HITECH Act” shall have the same meaning as the Health Information Technology for Economic and Clinical Health Act, as incorporated into the American Recovery and Reinvestment Act of 2009.
- (i) “HIPAA Rules” shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.
- (j) “Individual” shall have the same meaning as the term “Individual” in 45 CFR § 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR § 164.502(g).
- (k) “Privacy Rule” shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR parts 160 and 164, subparts A and E.
- (l) “Protected Health Information” or “PHI” shall have the same meaning as the term “Protected Health Information” in 45 CFR § 160.103, limited to the information created or received by Business Associate in its

capacity as a business associate (and not a pharmacy or other health care provider) from, or on behalf of, Covered Entity.

(m) “Required By Law” shall have the same meaning as the term “Required By Law” in 45 CFR § 164.103.

(n) “Secretary” shall mean the Secretary of the Department of Health and Human Services or his or her designee.

(o) “Security Incident” shall have the same meaning as “Security Incident” in 45 CFR § 164.304.

(p) “Security Rule” shall mean the Security Standards and Implementation Specifications at 45 CFR Part 160 and 164, Subpart C.

(q) “Service Agreement” shall mean the agreement between **NAME OF BUSINESS ASSOCIATE** and PEBA, whereby **NAME OF BUSINESS ASSOCIATE** performs plan administrative tasks on behalf of the benefit program described herein as Covered Entity.

(r) “Unsecured PHI” shall have the same meaning as the term “Unsecured Protected Health Information” in 45 CFR § 164.402.

2. OBLIGATIONS AND ACTIVITIES OF BUSINESS ASSOCIATE

(a) Business Associate agrees to use or disclose PHI only as permitted or required by this Agreement or as Required by Law. Business Associate is permitted to use and disclose PHI or Electronic PHI that it creates for, or receives from, Covered Entity or business associate of Covered Entity and to request PHI on behalf of Covered Entity as described in the Agreement, consistent with the HIPAA Rules. When requesting, using, or disclosing PHI, Business Associate shall restrict the request, use, or disclosure of said PHI to the minimum necessary to accomplish the intended purpose of the request, use, or disclosure in accordance with, and subject to the exceptions in, 45 CFR 164.502(b).

If Business Associate receives or has access to Protected Health Information that identifies an Individual as having an alcohol or drug use diagnosis, or having received treatment for such, either directly or indirectly, Business Associate acknowledges that in receiving, storing, processing, transporting or otherwise dealing with any such patient/member records, it is fully bound by the provisions of the Federal regulations governing the Confidentiality of Substance Use Disorder Patient Records, 42 C.F.R. Part 2.”

(b) Business Associate agrees to provide access to Covered Entity, at the request of Covered Entity, to PHI in a Designated Record Set in order to meet the requirements under 45 CFR § 164.524.

(c) Business Associate agrees to make available PHI for amendment and incorporate any amendment(s) to PHI in a Designated Record Set that the Covered Entity directs or agrees to pursuant to 45 CFR § 164.526 at the request of Covered Entity, within thirty (30) days of a written request by Covered Entity.

(d) Business Associate agrees to make internal practices, books, and records, including policies and procedures and PHI, relating to the use and disclosure of PHI received from, or created or received by, Business Associate on behalf of Covered Entity available to the Covered Entity or the Secretary, within thirty (30) days of a written request by the Covered Entity or the Secretary, for the purpose of permitting the Secretary to determine Covered Entity’s compliance with the HIPAA Rules.

(e) Business Associate agrees to document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an Individual for an accounting of disclosures of

PHI in accordance with 45 CFR §164.528 and to make available to Covered Entity, within thirty (30) days of a written request by Covered Entity, the information required to provide such an accounting to an individual. Business Associate will comply with mandates regarding individuals' rights under the HITECH Act, including rights to access and accounting of disclosures. Such information shall be made available in an electronic format where directed by Covered Entity. In addition, Business Associate shall include, within its accounting, disclosures for payment and health care operations purposes where such recording or accounting is required by the HITECH Act and as of the effective date for this provision of the HITECH Act. Covered Entity shall provide any additional information to the extent required by the HITECH Act and any accompanying regulations.

(f) Business Associate shall make information available directly to an individual within thirty (30) days, when that individual so requests, if such information is required to be disclosed.

(g) Business Associate agrees to develop, implement, maintain, and use administrative, technical, and physical safeguards that reasonably and appropriately protect the privacy, confidentiality, integrity, and availability of Covered Entity's electronic and paper PHI that Business Associate creates, receives, maintains, or transmits on Covered Entity's behalf, as required by the HIPAA Rules and as required by the HITECH Act. Business Associate shall also develop and implement policies and procedures and meet the HIPAA Rules' documentation requirements as required by the HITECH Act.

(h) In accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, Business Associate agrees to ensure that any agent, including a subcontractor, to whom Business Associate provides PHI, agrees in writing, to abide by the same restrictions, conditions, and requirements that apply to Business Associate with respect to PHI and to implement appropriate safeguards to protect it.

(i) Business Associate agrees to notify Covered Entity within two business days of becoming aware of any use or disclosure of PHI not provided for by the Agreement or of any security incident resulting in the successful unauthorized access, use, disclosure, modification or destruction of information or interference with system operations in an information system, or resulting in any "Breach" of "Unsecured Protected Health Information," as required by 45 CFR 164.410.

(j) Business Associate will provide written notice of the HIPAA Breach of Unsecured PHI, on behalf of Covered Entity, without unreasonable delay but no later than sixty (60) calendar days following the date the HIPAA Breach of Unsecured PHI is discovered or such later date as is authorized under 45 CFR § 164.412 to each individual whose Unsecured PHI has been, or is reasonably believed by Business Associate to have been, accessed, used, or disclosed as a result of the HIPAA Breach. For purposes of this paragraph, a HIPAA Breach shall be treated as discovered as of the first day on which the HIPAA Breach is known or should reasonably have been known to Business Associate (including any person, other than the one committing the HIPAA Breach, which is an employee, officer, or other agent of Business Associate).

The content, form, and delivery of such written notice shall comply in all respects with 45 CFR § 164.404(c)-(d).

If the HIPAA Breach of Unsecured PHI involves less than five hundred (500) individuals, Business Associate will maintain a log or other documentation of the HIPAA Breach of Unsecured PHI which contains such information as would be required to be included if the log were maintained by Covered Entity pursuant to 45 CFR § 164.408, and provide such log to Covered Entity within five (5) business days of Covered Entity's written request.

Additionally, upon request by the Covered Entity, Business Associate shall notify the Secretary of its breach of unsecured protected health information pursuant 45 CFR § 164.408.

(k) Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of PHI by Business Associate in violation of the requirements of this Agreement.

(l) Business Associate agrees to maintain appropriate clearance procedures and provide supervision to ensure that its workforce follows Business Associate's security procedures.

(m) Business Associate agrees to provide appropriate training for its staff to ensure that its staff complies with the HIPAA Rules and the requirements of the HITECH Act.

(n) Business Associate agrees to implement appropriate security incident procedures and provide training to its applicable staff sufficient to detect and analyze security incidents.

(o) Business Associate agrees to maintain a current contingency plan in case of an emergency, as required by 45 CFR § 164.308.

(p) Business Associate agrees, as appropriate, to maintain an emergency access plan to ensure that the PHI it holds on behalf of Covered Entity is available when needed, as required by 45 CFR § 164.312.

(q) Business Associate agrees to implement appropriate storage, disposal, and reuse procedures to protect any PHI that Business Associate holds for Covered Entity.

(r) Business Associate agrees to provide appropriate backup of the PHI that Business Associate holds for Covered Entity, as required by 45 CFR § 164.308.

(s) Business Associate agrees to have in place appropriate authentication and access controls to safeguard the PHI that Business Associate holds for Covered Entity.

(t) Business Associate agrees to make use of encryption, as appropriate, when transmitting PHI over the Internet.

(u) Business Associate agrees to retain the documentation required by this agreement for six years from the date of its creation or the date when it last was in effect, whichever is later.

(v) Business Associate agrees not to engage in any sale (as defined in the HIPAA Rules) of PHI.

(w) With respect to PHI, Business Associate shall abide by any marketing restrictions established by Section 13406 of the HITECH Act.

(x) With respect to PHI, Business Associate shall abide by any fundraising restrictions established by Section 13406 of the HITECH Act.

3. PERMITTED USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION BY BUSINESS ASSOCIATE

(a) Except as otherwise limited in this Agreement, Business Associate may use or disclose PHI to perform functions, activities or services for, or on behalf of, Covered Entity, as specified in the Service Agreement, provided that such use or disclosure would not violate the HIPAA Rules if done by Covered Entity.

(b) Except as otherwise limited in this agreement, Business Associate may use PHI for the proper management and administration of the Business Associate or to carry out the legal responsibilities of the Business Associate.

(c) Except as otherwise limited in this agreement, Business Associate may disclose PHI for the proper management and administration of the Business Associate if the disclosures are Required By Law; or if Business Associate obtains reasonable assurances from the person to whom the information is disclosed that the PHI will remain confidential and will be used or further disclosed only as Required By Law or only for the purpose for which it was disclosed to the person, and the person notifies the Business Associate of any instances of which it is aware in which the confidentiality of the information has been breached.

(d) Except as otherwise limited in this agreement, Business Associate may use PHI to provide Data Aggregation services to Covered Entity as permitted by 45 CFR § 164.504(e)(2)(i)(B).

(e) Business Associate may use PHI to report violations of law to appropriate Federal and State authorities, consistent with §164.502(j)(1).

4. OBLIGATIONS OF COVERED ENTITY

Covered Entity shall notify Business Associate of any limitations in its notice(s) of privacy practices in accordance with 45 CFR § 164.520, to the extent that such limitations may affect Business Associate's use or disclosure of PHI.

5. PERMISSIBLE REQUESTS BY COVERED ENTITY

Covered Entity shall not request that Business Associate use or disclose PHI in any manner that would not be permissible under Subpart E of 45 CFR Part 164 if done by Covered Entity, except Business Associate may use or disclose PHI for data aggregation or management and administrative activities of Business Associate.

6. TERM AND TERMINATION

(a) Term.

The Term of this Agreement and the obligations herein shall be deemed effective as of the Compliance Date or the date of execution of this Agreement, whichever date is later, and shall terminate when all of the PHI provided by Covered Entity to Business Associate, or created or received by Business Associate on behalf of Covered Entity, is destroyed or returned to Covered Entity, or if it is not feasible to return or destroy PHI, protections are extended to such information, in accordance with the termination provisions in this Section.

(b) Termination for Cause.

Upon either Party's (the Non-Breaching Party's) knowledge of a material breach by the other party (the Breaching Party), the Non-Breaching Party may:

(1) Provide an opportunity for the Breaching Party to cure the material breach or end the violation and terminate this Agreement if the Breaching Party does not cure the material breach or end the violation within the reasonable time specified by the Non-Breaching Party; or

(2) If neither termination nor cure is feasible, the Non-Breaching Party may report the violation to the Secretary. Failure by the Non-Breaching Party to exercise its rights to terminate under this provision shall not be construed as a waiver of its rights to terminate, rescind or revoke the services herein in case of any subsequent breach.

(c) Effect of Termination.

(1) Except as provided in paragraph (2) of this section, upon termination of this Agreement, for any reason, Business Associate shall return or destroy all PHI from Covered Entity, or created or received by Business Associate on behalf of Covered Entity. This provision shall apply to PHI that is in the possession of subcontractors or agents of Business Associate.

(2) In the event that Business Associate determines that returning or destroying the PHI is infeasible, Business Associate shall provide to Covered Entity notification of the conditions that make return or destruction infeasible, including the need to retain PHI for audit, justification of work product or compliance with other applicable law. Business Associate shall extend the protections of this Agreement to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such PHI.

7. MISCELLANEOUS

(a) Definitions. All terms that are used but not otherwise defined in this Agreement shall have the meaning specified under HIPAA, including its statute, regulations, and other official government guidance.

(b) Independent Contractor. The relationship between the parties will solely be that of independent contractors engaged in the operation of their own respective businesses.

(c) Third Party Beneficiaries. The parties agree that there are no intended third party beneficiaries under this Agreement.

(d) Regulatory References. A reference in this Agreement to a section in the HIPAA Rules and/or HITECH Act means the section as in effect, or as amended, and for which compliance is required.

(e) Amendment. The parties agree to take such action as is necessary to amend this Agreement as is necessary to comply with the requirements of the HIPAA Rules and other applicable law or regulation.

(f) Survival. The respective rights and obligations of Business Associate under Section 6 (c) of this Agreement shall survive the termination of this Agreement.

(g) Interpretation. Any ambiguity in this Agreement shall be resolved in favor of a meaning that permits Covered Entity and Business Associate to comply with the applicable requirements under HIPAA and other applicable law or regulation.

IN WITNESS WHEREOF, the parties have signed this Agreement on the date indicated below.

NAME OF BUSINESS ASSOCIATE

**SOUTH CAROLINA PUBLIC EMPLOYEE BENEFIT
AUTHORITY**

By: _____

(Signature)

By: _____

(Signature)

NAME: _____

(Type or Print Name)

NAME: _____

(Type or Print Name)

TITLE: _____

TITLE: _____

DATE: _____

DATE: _____

Attachment 6

Non-Disclosure Agreement

This Non-Disclosure Agreement (the “Agreement”) is made this _____ day of _____, 201_, by and between _____ (hereinafter referred to as “the Offeror”) and the State of South Carolina, South Carolina Public Employee Benefit Authority (hereinafter referred to as “the State”). Offeror as herein used includes both any entity that submits a proposal and any entity that is considering submitting a proposal but ultimately does not.

Offeror warrants and represents that it intends to submit a Technical and Business Proposal in response to the Request for Proposals for Behavioral Health Management Services. In order for the Offeror to submit a Proposal, it will be necessary for the State to provide the Offeror with access to certain confidential information including, but not limited to, demographic and identifying information on eligible individuals and plan utilization data. All such information provided by the State shall be considered Confidential Information regardless of the form, format, or media upon which or in which such information is contained or provided, regardless of whether it is oral, written, electronic, or any other form, and regardless of whether the information is marked as “Confidential Information.” As a condition for its receipt and access to the Confidential Information described in Part 3, Scope of Proposal, Offeror agrees as follows:

1. Offeror will not copy, disclose, publish, release, transfer, disseminate or use for any purpose in any form any Confidential Information received except in connection with the preparation of its Proposal. All Confidential Information and copies thereof shall be protected from disclosure by commercially reasonable means, including without limitation physical separation, security and limited need to know access for any hard copy materials and encryption, password protection, and secure transmission for electronic materials respectively.
2. Each employee or agent (including without limitation subcontractors) of the Offeror who receives or has access to the Confidential Information shall be notified of the confidentiality and nondisclosure requirements of this Agreement and the confidential nature of the Confidential Information. Each employee or agent of the Offeror who is provided access to or a copy of the Confidential Information shall be bound by confidentiality and nondisclosure obligations that are no less restrictive than the obligations set forth herein. The Offeror shall be liable for any violations by any employees or agents who are provided or given access to Confidential Information. The Offeror shall provide a list of all individuals, employees, and agents of the Offeror who have or have had access to the Confidential Information, along with the certification required in Section 3 of this Agreement.
3. Offeror, other than the Contractor, shall return to the State the original and destroy (in a manner designed to prohibit reading of, copying or reconstruction of the data) any copies of the Confidential Information remaining in its possession within five (5) business days of the State’s notice of award in connection with this procurement. If any Offeror does not submit a Proposal, the Offeror shall return the Confidential Information to the Procurement Officer on or before the due date for Proposals. The Offeror, other than the Contractor, shall certify, in writing and signed by an individual with authority to bind the Offeror, to the Procurement Officer that any and all Confidential Information (in whatever format or media) has been destroyed or returned to the Procurement Officer within five (5) business days of the notice of award or by the date the Offeror will not or did not submit a proposal, whichever is earlier. Such certification may be in the form provided below or in another form.
4. Offeror acknowledges that the disclosure of the Confidential Information may cause irreparable harm to the State and agrees that the State may obtain an injunction to prevent the disclosure, copying, or other impermissible use of the Confidential Information. The State’s rights and remedies hereunder are cumulative and the State expressly reserves any and all rights, remedies, claims and actions that it may have now or in the future to protect the Confidential Information and/or to seek damages for the Offeror’s failure to comply with the requirements of this Agreement. The Offeror consents to personal jurisdiction in the South Carolina State Courts.
5. In the event the State suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys’ fees and disbursements) that are attributable, in whole or in part to any failure by the Offeror or any employee or agent of the Offeror to comply with the requirements of this Agreement, Offeror shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and/or costs.

6. This Agreement shall be governed by the laws of the State of South Carolina.
7. Offeror acknowledges that a person may not willfully make a false or fraudulent statement or representation of a material fact in connection with a procurement contract. Offeror further acknowledges that this Agreement is a statement made in connection with a procurement contract.
8. The individual signing below warrants and represents that he or she is fully authorized to bind the Offeror to the terms and conditions specified in this Agreement.

OFFEROR: _____

BY: _____
Signature

NAME: _____
Print Name

TITLE: _____

ADDRESS: _____

OFFEROR'S EMPLOYEES AND AGENTS WHO WILL BE GIVEN ACCESS TO THE CONFIDENTIAL INFORMATION

Printed Name and Address of Employee/Agent	Employee (E) or Agent (A)
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

I certify, on behalf of _____ (“Offeror”) that the original and any and all copies of the Confidential Information provided by the State in connection with the Request for Proposals for Behavioral Health Management Services for PEBA have been returned to the Procurement Officer or destroyed in a manner designed to prevent copying, reconstruction of or reading of the data. Below is a list of the individuals, employees and/or agents to whom copies of or access to the Confidential Information have been provided.

I warrant and represent that I am fully authorized to bind the Offeror to the terms and conditions specified in this Agreement.

OFFEROR’S EMPLOYEES AND AGENTS WHO WERE GIVEN ACCESS TO THE CONFIDENTIAL INFORMATION

Printed Name and Address of Employee/Agent	Employee (E) or Agent (A)
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Attachment 7
Provider Reimbursement Methodologies

- Reimburse institutional providers for inpatient services using prospective payment methodologies including, but not limited to, case rates, per diems, and global case rates.
- Reimburse institutional providers for outpatient services using prospective payment methodologies including, but not limited to, outpatient APC, case rates, and global case rates.
- Reimburse professional providers using methodologies including, but not limited to, fee schedules, case rates, and global case rates.
- Reimburse under a percent of charge arrangement for services otherwise not enumerated under general contractual terms with institutional and professional providers.

Attachments 8
Pricing and Network Data (Posted to the web.)

Attachments 9
2021 State Health Plan Benefit Design Including Behavioral Health Services
(Posted to the web.)

Attachment 10
2021 MUSC Group Health Benefits Plans for MUSC and MUHA
(Posted to the web.)

Attachment 11
State Health Plan, MUSC Health Plan Claims and Enrollment Data (Tabs 1-12)
(Posted to the web.)

Attachment 12
Communications Cobranded Sample (Posted to the web.)

Attachment 13
Network Roster (Posted to the web.)

Attachment 14

Questions and Answers (Posted to the web.)

Attachment 14 includes responses to questions submitted in writing by the deadline.

Any changes agreed to as a result of Attachment 14, Q&A have been incorporated into Amendment 1