

**State of Wisconsin
Department of Health Services**



State Monitoring Services

**Request for Proposal (RFP)
S-1952 DQA-26
Event Number: 14122**

Proposals Due: October 7, 2026, at 2:00 PM, CST

Procurement Manager: Kathy Heck

Date of Issue: August 26, 2026

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DEFINITIONS

For the purposes of this Request for Proposal and resulting Contract(s), the following definitions of terms shall apply, unless otherwise indicated.

ADL's:	Activities of Daily Living are routine tasks: bathing, dressing, eating toileting transferring (mobility) and continence.
Agency, Department, or DHS:	The Wisconsin Department of Health Services.
Authorized Users:	Any State Agency, University of Wisconsin campus, or other state or local public body authorized to use statewide contracts, as established in §§ 16.70 (1b), (1e), (2), (4) and (8), 16.73 and 66.0301 of the Wisconsin Statutes and § PRO-502 of the State Procurement Manual.
Call Light:	A communication button device or pull cord that allows residents to summon staff for assistance. This device alerts nurses with lights and sounds at a central station to provide timely help for needs such as bathroom trips, pain relief, or emergencies thus serving as a vital link to resident care.
CMS:	Centers for Medicare & Medicaid Services.
CMS Five-Star Quality Rating System:	CMS created the Five-Star Quality Rating System to help consumers, their families, and caregivers compare nursing homes more easily and to help identify areas about which they may want to ask questions.
Computer Security Incident Response Team (CSIRT):	DHS cybersecurity unit responsible for managing, investigating, and resolving Information Technology (IT) security threats and data breaches.
Contract or Agreement:	The written agreement between the successful Vendor and the State covering the goods and services to be performed pursuant to this RFP.
Contract Administrator:	The DHS employee responsible for the implementation, administration, and completion of the Contract.
Contract Manager:	The DHS employee responsible for oversight of the implementation, administration, and completion of the Contract.
Contractor:	Contractor means any individual or any legal entity, including its officers and directors, that submits bids or proposals for, or is awarded or may reasonably be expected to submit bids or proposals for or be awarded a department contract. Contractor includes any subcontractor of a contractor that conducts business with the department as an agent or representative of a contractor and any individual or legal entity that conducts business with the department as an agent or representative of a contractor.
Day:	A calendar day, unless specifically identified as a business day.
Facility Assessment:	An individualized, facility-wide evaluation designed to identify the specific resources and staff competencies a nursing home needs to safely care for its resident population during both day-to-day operations and emergencies.
Federal Information Processing Standards (FIPS):	Federal Information Processing Standards (FIPS) are a set of publicly announced standardized guidelines developed by the U.S. National Institute of Standards and Technology (NIST) typically referring to either cybersecurity and encryption standards, or geographic data codes used by the U.S. government.
Generalist:	A generalist is listed as support staff outside of the State Appointed Monitor position.
HIPAA:	Health Insurance Portability and Accountability Act is a 1996 US Federal Law that establishes national standards for protecting sensitive health information.
Internet Protocol (IP):	An IP address is a unique string of characters that identifies each computer using the Internet Protocol to communicate over a network.
Medicaid Program:	A joint federal and state program providing free or low-cost health coverage to millions of low-income Americans, including children, pregnant women, seniors, and people with disabilities.
Medicare Program:	The U.S. federal health insurance program for people 65 and older, younger people with certain disabilities, and those with End-Stage Renal Disease (ESRD), offering coverage

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	through Original Medicare (Parts A & B) or Medicare Advantage (Part C), plus Prescription Drug Coverage (Part D).
Multi-Factor Authentication (MFA):	A security method that requires users to provide two or more distinct verification factors to gain access to an account or system.
Monitor:	A professional who evaluates healthcare facilities, services, and providers to ensure compliance with state and federal laws, regulations, and industry standards. Their primary role is to assess the quality of patient care and identify any deficiencies.
Monitoring Services:	The ongoing oversight and review process used by regulatory bodies (such as the Centers for Medicare & Medicaid Services - CMS) to ensure that health care facilities and the state agencies that survey them consistently meet state and federal standards for patient care and safety.
Municipality:	Any county, city, village, town, school district, board of school directors, sewer district, drainage district, vocational, technical, and adult education district, or any other public body having the authority to award public contracts (§ 16.70(8), Wis. Stats.).
PHI:	Protected Health Information; any demographic or health-related information that identifies an individual and is created, used, or transmitted by a healthcare provider, health plan, or healthcare clearinghouse.
PII:	Personally Identifiable Information; any data that can be used to distinguish or trace an individual's identity, either alone or when combined with other information that is linked or linkable to a specific individual.
Plan of Correction (POC):	The Plan of Correction is a formal document that outlines the specific deficiencies and the actions the facility will take to address that deficiency. This includes detailed corrective action items in the plan and contains timelines to achieve regulatory compliance for each cited deficiency.
Poor Performance:	Poor performance is defined as providers who consistently score one to three (1-3) stars related to surveys on the CMS Five-Star Quality Rating System, thereby placing residents at risk of serious harm.
Pressure Injuries:	Pressure injuries (bedsores/pressure ulcers) are localized, often preventable damage to skin and underlying soft tissue caused by prolonged, intense pressure, friction, or shear, commonly over bony prominences like heels, tailbone, or hips.
Procurement Manager:	The Procuring Agency's procurement specialist or other person responsible for overseeing and administering the procurement process for a Proposal.
Procuring Agency:	The Wisconsin Department of Health Services (DHS).
Regular Business Hours:	Regular business hours are defined as 8:00am – 4:30pm CST, Monday through Friday.
Role Based Access Control (RBAC):	Role-Based Access Control is a security method that restricts system access to authorized users based on their predefined roles within an organization.
RFP:	A Request for Proposal.
Skilled Nursing Facility (SNF):	A healthcare facility that provides 24-hour medical care and support to individuals who require skilled nursing services.
Special Focus Facility (SFF):	A designation by the Centers for Medicare & Medicaid Services (CMS) for nursing homes with a persistent record of serious quality issues and poor care, identified by having high deficiency scores from surveys and complaint investigations.
State:	The State of Wisconsin.
State Appointed Monitor (Monitor):	A State appointed Monitor is an independent, contracted third party responsible for observing and assessing the operations of skilled nursing facilities that have repeatedly demonstrated poor performance without effectively correcting deficiencies, thereby placing residents at risk of serious harm. The Monitor will conduct an initial assessment to identify deficiencies within the facility and report all findings back to DHS to assess the need to implement safeguards to mitigate further risk. Monitor will provide regular monitoring and submit periodic reports to DHS on facility performance and progress in addressing each identified deficiency.
Statement of Deficiency (SOD):	The Statement of Deficiency is an official report from a regulatory body that lists violations of state or federal regulations found during a survey or investigation of a provider, such as a hospital or nursing home. It details the specific regulations not being met and the findings that support the claim.

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Subcontractor:	Subcontractor means a person or company that assumes by secondary contract some or all of the obligations of an original contractor.
Supplier:	The word "Supplier" shall herein have the same meaning and be equivalent to the word "Contractor" as defined within this document.
Vendor:	The word "Vendor" shall herein have the same meaning and be equivalent to the word "Contractor" as defined within this document.

1 INTRODUCTION AND PURPOSE

1.1 Purpose and Scope of the Request for Proposal

The Wisconsin Department of Health Services (DHS), Division of Quality Assurance (DQA) is seeking proposals for monitoring services and intends to use the results of this process to award multiple contracts. Contracting with a Vendor will allow DHS to meet federal and state regulations for Skilled Nursing Facilities (SNF). An SNF is a healthcare facility that provides twenty-four (24) hour medical care and support to individuals who require skilled nursing services.

Monitoring services are provided by third-party independent Contractors that will be responsible for observing and assessing the operations of Wisconsin SNFs that have demonstrated poor performance, thereby placing residents at risk of serious harm.

The Department of Health Services does not guarantee to purchase any specific quantity or pay any minimum Contract price during the term of the Contract Proposal that requires a minimum number of commodities or services be ordered. Contract Proposals with required minimums will be disqualified.

1.2 Background/History

DHS utilizes monitoring services to identify corrective actions that will be required in order to bring an SNF that has demonstrated poor performance into substantial compliance. Substantial compliance is defined as a level of compliance with requirements of participation such that any identified deficiencies pose no greater risk to resident health or safety than the potential for causing minimal harm as outlined in the Code of Federal Regulations ([42 CFR §488.301](#)).

The state appointed monitor is responsible for observing and assessing the operations of an SNF that has demonstrated poor performance (i.e. Providers who consistently score one to three (1-3) stars related to surveys on the [CMS Five-Star Quality Rating System](#)) thereby placing residents at risk of serious harm. The need for facility monitoring services has increased due to a rise in the number of nursing homes that are closing or identified as a Special Focus Facility ([SFF](#)). An SFF is a nursing home identified as having a persistent pattern of substandard care requiring more frequent recertification inspection survey(s). SNF non-compliance places residents at risk of serious injury, serious harm, serious impairment, or death without the swift action of these monitoring services.

Contracted monitors conduct an initial assessment to identify deficiencies within the facility and report all findings back to DHS. DHS will utilize these findings to assign a risk level to the facility and assess the need to implement safeguards to mitigate further risk. Contracted monitors continue to provide regular monitoring services for these facilities based on the identified non-compliance deficiencies, and provide DHS with regular reports outlining the actions taken by the facility and progress in correcting each identified deficiency.

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The requirements necessary for Long Term Care Facilities to qualify to participate as an SNF in the [Medicare](#) program, and as a nursing facility in the [Medicaid](#) program, are outlined in the [Code of Federal Regulations Title 42 Part 483](#). The care and service provided by residential facilities in the State of Wisconsin is regulated by [Wis. Stat. §50](#). Nursing home requirements for meeting state regulations are addressed in [Wis Admin. Code Ch. DHS 132](#).

1.3 Contract Term

The Contract shall be effective on the date indicated on the purchase order or the execution date of the accompanying Contract and shall run for **ONE (1) year** from that date, with an option by mutual agreement of the agency and the Vendor, to renew for an additional **FOUR (4) ONE (1) year terms**.

Any Contract resulting from this solicitation shall not be, in whole or in part, subcontracted, assigned, or otherwise transferred to any other Vendor without prior written approval from the Department.

1.4 Number of Contracts

It is the intention of the Department to award **MULTIPLE** Contract(s) for the services required in this solicitation and may award up to three (3) Vendors (see Section 6.3 Method of Award). However, the Vendor(s) shall not have exclusive rights to provide all services covered under the Contract during the term of the Contract(s) or any extension thereof.

1.5 Procurement Manager

All communication and/or questions on all matters regarding this Proposal must be made in writing and refer to Request for Proposal number **RFP# S-1952 DQA-26** and be directed to the DHS Procurement Manager: Kathy Heck at DHSProcurement@dhs.wisconsin.gov.

Any contact or communication with any employee or officer of the State of Wisconsin concerning this RFP except the Procurement Manager is strictly prohibited from the date this RFP is released until the date the notice of intent to award is issued. The Procurement Manager may authorize in writing contact or communication with another State employee or officer as circumstances dictate. Vendors who hold a current Contract with DHS may continue to communicate with the appropriate Contract Administrator regarding the performance of that current Contract.

1.6 Vendor eSupplier Registration

Registration on the State of Wisconsin's eSupplier System <https://esupplier.wi.gov> is available free of charge to all businesses and organizations. By registering on eSupplier, a Vendor may register for a Vendor's list for any commodity or service the Vendor is interested in providing to the State. The eSupplier System also provides automatic email notification each time a State Agency, including the University of Wisconsin System campuses, posts an RFP with an estimated value over \$50,000 in their designated commodity and/or service area(s). Only registered Vendors with a valid email address at the

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time an RFP is posted will receive email notifications of amendments. Vendors who obtain the RFP from a third party, through the State of Wisconsin Public Notices website, or by any other means assume the responsibility for checking for updates to the RFP on the eSupplier System.

1.7 Reasonable Accommodations

DHS can provide reasonable accommodations, including the provision of informational material in an alternative format for qualified individuals with disabilities upon request. If a Vendor needs accommodations at the outset of this solicitation process, please contact the Procurement Manager.

1.8 Other Eligible Parties

Wisconsin Statutes §16.73 establishes authority to allow Wisconsin Municipalities to purchase from State contracts. This gives Vendors the opportunity for additional sales without additional bidding, while assisting Municipalities with expedited purchases.

For the purposes of this solicitation, participation in Wisconsin's cooperative purchasing service is:

☐ MANDATORY: Vendors must agree to furnish the commodities or services of this Bid/Proposal to Wisconsin municipalities. Vendors should note any special conditions on form [DOA – 3832](#).

☒ OPTIONAL: Vendors may or may not agree to furnish the commodities or services of this Bid/Proposal to Wisconsin municipalities. A Vendor's decision on participating in this service has no effect on awarding this Contract. Vendors should indicate their decision on form [DOA – 3832](#).

In addition to Wisconsin's cooperative purchasing service, this Contract may be utilized by other Wisconsin State agencies, Managed Care Organizations, and non-profit organizations specifically linked by their missions to DHS.

2 VENDOR QUALIFICATIONS

Vendor qualifications in this section are scored, with the exception of Section 2.1. Failure to meet a qualification may adversely impact the Proposer's score. See RFP Section 6.2 for detailed points information. Before the award of any Contract, DHS shall be satisfied that the Vendor has sufficient qualified resources available for performing the work described in this Proposal. It is the Vendor's responsibility to acquaint DHS with these qualifications by submitting appropriate supporting documentation.

Instructions: Using the sections below, provide specific details of the qualifications held by the Vendor. The Proposal must be well organized and have each Requirement and Vendor Response labeled with the appropriate number. Failure to label each Requirement and Vendor Response may result in rejection of the proposal. For each Requirement/Vendor Response, the Proposer must provide a written response which will be scored. Any qualification lacking a Proposer Vendor Response will be scored zero (0), thus impacting the Proposer's overall score.

Unless requested to do so, Proposer shall not direct the reader to a website or any other source outside of the applicable RFP section as part of its response to the requirement or question unless it is a map, diagram or schematic included in another section with the RFP.

2.1 Services Performed in the United States

Requirement: Wisconsin Stat. §16.705(1r) requires that services must only be performed within the boundaries of the United States, unless a statutorily defined exception applies. The inability to perform services in the United States shall be grounds for disqualifying your Proposal.

This is a non-scored Requirement to which the Vendors must agree by checking Attachment B, accordingly. Additionally, Vendors must provide their physical address in Section 1 of Attachment E – Bidder Required Form.

2.2 Organizational Experience

Requirement: The Vendor must have a minimum of three (3) years of experience providing monitoring services for SNFs under the following federal regulation:

- [Code of Federal Regulations Title 42 Part 483](#): Requirements for States and Long-Term Care Facilities.

Monitoring services in the State of Wisconsin are also governed by the following state regulations. Prior experience providing monitoring services under these specific state regulations is not a mandatory requirement for this RFP:

- [Wisconsin Administrative Code Chapter DHS 132](#): State Regulations for Nursing Homes.

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- [Wis. Stat. Ch. 50](#): Uniform Licensure.

Vendor Response #1: Provide a detailed description of the Vendor's experience providing monitoring services for SNFs that adhere to the federal and/or state regulations as outlined in Section 2.2.

2.3 Staff Qualifications

Requirement: The Vendor must provide staffing, at a level determined by DHS, with the appropriate background and experience to provide coverage for the entire State of Wisconsin. Vendor staff must possess the knowledge and abilities required to provide state monitoring services, including, but not limited to:

1. Surveyor Minimum Qualifications Test (SMQT) Certification.
2. Proficiency in foundational nursing care including patient assessment, medication management, rehabilitative support, and active treatment planning.
3. Knowledgeable of evolving medical standards and guidelines.

Vendor Response #2: Provide documentation of monitoring staff qualifications and experience. Include resumes of up to five (5) current monitoring staff with Registered Nurse (RN) and/or dietary experience. Provide documentation of staff completion of certificates, refresher training, or continuing education evidencing ongoing knowledge development in the areas highlighted in Section 2.3. Provide organizational charts with information on the Vendor's current staffing model.

3 PROGRAM REQUIREMENTS

Program requirements in this section are scored. Failure to meet a requirement may adversely impact the Proposer's score. See RFP Section 6.2 for detailed points information. This section of the solicitation contains an overview and description of the DHS objectives and requirements, categorized by process areas. The Vendor is required to provide narrative responses in this section, outlining the specifics of how their proposed solution will meet the associated objectives and requirements.

Instructions: Use the response sections below to provide specific details of the proposed approach to meeting the objectives and functional requirements in each process area. Responses in this section must be highly focused on the DHS requirements and not generic or marketing descriptions of capabilities. Responses should be comprehensive and contain details of the full solution being proposed.

3.1 Statewide Service Coverage

Requirement: The Vendor must be able to provide monitoring services under this Contract to any and all SNFs located within the State of Wisconsin. Any and all travel costs associated with the provision of services under this contract, including, but not limited to, travel, mileage, lodging, meals and per-diem must be in accordance with the rates designated by the [Federal Travel Regulations](#) (FTR). Refer to

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Section 3.4 (Pricing, Invoicing and Travel Expenses) for further details regarding hourly rates per labor category and travel costs.

Vendor Response #3: Describe the Vendor's experience and capabilities in providing monitoring services over a large geographic area. Provide a list of all States for which the Vendor has provided monitoring services within the last five (5) years and the duration of the customer relationship.

3.2 Vendor Work Schedule

3.2.1 Service Availability

Requirement: The Vendor must be available to provide monitoring services on an-as needed basis during any twenty-four (24) hour period, up to seven (7) days a week, with a potential for services during weekends and federally recognized holidays, as required by the terms of the Contract and as deemed necessary by DQA designated staff.

Vendor Response #4: Describe in detail how the Vendor will ensure coverage for state monitoring services during regular business hours, after regular business hours, weekends and federally recognized holidays as outlined in Section 3.2.1.

3.2.2 Non-Emergency Service Availability

Requirement: The Vendor must have staff available to provide on-site monitoring services at a reported nursing home no later than two (2) weeks following receipt of notice from DQA designated staff via email or telephone.

Vendor Response #5: Describe in detail how the Vendor will ensure coverage for state monitoring services within the timeframe listed in Section 3.2.2.

3.2.3 Short-Notice Service Availability

Requirement: The Vendor must have staff available to provide short-notice on-site monitoring services at a reported nursing home within twenty-four (24) hours of receipt of notice from DQA designated staff via email or telephone.

Vendor Response #6: Describe how the Vendor will ensure short-notice on-site monitoring services will be available within twenty-four (24) hours of receipt of notice from DQA designated staff as outlined in Section 3.2.3.

3.3 Monitoring and Observation Services

Requirement: The Monitor is required to observe daily nursing home operations, including evaluating appropriate staffing levels, tracking progress on the facility's Plan of Correction (POC), conducting interviews with staff and residents, and performing State of Deficiencies (SOD) services monitoring for

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identified areas of concern as directed by DQA. These services are intended to ensure the residents receive daily care in accordance with state and federal regulations (see Section 2.2).

Monitoring activities are specific to individual nursing homes and will be determined by DQA on a case-by-case basis. Monitoring services may include, but are not limited to:

1. Tour and observe the facility to determine if residents are well groomed, observe staff and resident interactions, resident positioning and/or transferring needs, and general resident behavior and demeanor.
2. Conduct interviews with residents to determine whether the appropriate ratio of staff is employed within nursing, dietary, housekeeping, maintenance, laundry, leisure activities, and any other applicable departments to ensure staff are able to meet resident needs. The monitor will also interview staff regarding areas of care such as bathing, repositioning, toileting, and nutrition to assess if staff are able to adequately meet resident needs.
3. Verify whether call lights are answered in a timely manner. A timely manner for the purposes of this solicitation is defined as fifteen (15) minutes or less. If incidents are observed where call lights and/or incident indicators are not answered in a timely manner (facility specific), the actual response time must be documented by the facility responsible for following the care plan.
4. Validate that residents at risk for pressure injuries have documented care plans in place and that interventions documented on resident care plans and repositioning protocols are being followed as ordered in accordance with the resident specific assessments.
5. Conduct interviews of staff to ensure responsiveness to a change in a resident's medical condition. Ensure staff are aware of the appropriate action that must be taken according to facility policy.
6. Verify whether Activities of Daily Living (ADLs) are being completed by specific review of the residents' POC, including observations and/or interviews of staff and/or residents. If ADLs are verified as being completed, verify whether the facility is providing additional staff as determined by the Facility Assessment to meet resident needs.
7. Verify whether staff orientation and/or training meets the regulatory requirements listed within [42 CFR 483 Federal Regulations](#).
8. Verify that staff are monitoring medication availability for residents to ensure accurate and timely medication administration in accordance with residents' physician orders and/or plan of care.
9. Verify that the facility has a documented medication diversion program in place to ensure [U.S. Drug Enforcement Administration \(DEA\) Schedule I through V medications](#) are protected from potential theft, loss or unauthorized access.
10. Conduct interviews of staff to verify that they are monitoring residents for adverse reactions and/or side effects of medications such as, but not limited, to insulin, anticoagulants and psychotropics.

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11. Verify that the facility has completed an investigation and has determined the root cause of residents fall(s) and/or incident(s). Review the current interventions and procedures that are in place at the facility to complete this verification.
12. Review residents' medical documentation to verify that all physician orders are transcribed, medication is available, residents are receiving their medication and treatments as ordered, and are being provided diagnostics by their physician.

Vendor Response #7: Describe the Vendor's proposed methods to monitor and evaluate daily nursing home operations as outlined in Section 3.3.

- Include data points to collect and tools used to assess and evaluate the services.
- Describe the plan for assuring the provision of monitoring and observation services.
- Provide a copy of Vendor's pharmacy policies addressing safeguarding and access, monitoring, administration, documentation, reconciliation, and destruction of controlled substances.

3.4 Pricing, Invoicing, and Travel Expenses

Requirement: The Vendor must have the ability to travel to all LTC health care facilities located within the State of Wisconsin. Travel and overnight stays will be required. The Vendor is required to provide DHS with the following:

1. An itemized invoice with supporting documentation, including, but not limited to, expense receipts, time reports, and/or payroll records. The itemized invoice and supporting documentation must be submitted to DHS via a fiscal mailbox that will be designated during the contracting process.
2. Details of the hourly rate per labor category used to complete the services listed on *Attachment A – Price Sheet*. Categories include state monitor – non-registered nurse, state monitor – registered nurse, and generalist. The Vendor is required to track staff work hours via time reports or payroll records.
3. All travel costs charged to DHS must be in accordance with the rates designed by the [Federal Travel Regulations](#) (FTR). Incurred costs must not exceed the FTR daily maximum per diem rates in effect at the time of travel, unless prior approval is received from DHS. Vendor staff must submit receipts for all incurred expenses, except for meals and incidentals which will be paid in accordance with FTR per diem rates.
4. Start times for hours worked will be in accordance with specific work assignments and will be determined by DHS on a case by case basis.

Vendor Response #8: Describe the Vendor's proposed methods for tracking and reporting staff travel expenses. Include a sample invoice detailing all incurred costs, expenses, and supporting documentation.

3.5 Reporting

Requirement: The Vendor is required to report either written or verbal notification of observations and interviews to DQA. Notifications are to be communicated at a minimum weekly, or more frequently as requested by DQA designated staff. Written or verbal notification for each specific case will be determined by mutual agreement by the Vendor and DQA. Monitoring reports must reference the SOD and POC to determine which observations and interviews need to be completed. The facility SOD and POC document ([Form CMS 2567](#)) provides a detailed outline of the specific deficiencies and the corrective actions required by the facility to achieve compliance, along with the timelines required to achieve regulatory compliance for each cited deficiency.

The Vendor is required to provide a written Report of Completion to the Bureau of Nursing Home and Resident Care Director or designee on a weekly basis via secure email. Reports must be available for download in Portable Document Format (PDF). The report provides a detailed summary of daily observations and must include a conclusion of the observations made during an event timeline and the corrective action(s) taken by the facility as stated in the POC. Reports may potentially contain Personally Identifiable Information (PII) and/or Protected Health Information (PHI). In order to protect this information during both the development of the report, and in transmission of the final report to DQA, the Vendor is required to meet the following criteria:

1. The Vendor must ensure that all information collected, and work products created, including drafts, as part of the resulting Contract shall remain the property of DHS. This includes, but is not limited to, centrally storing documents in a location designated by DHS, version control of documents, and standardizing naming convention.
2. The Vendor must ensure that the technology used by the Vendor to provide the services can support a Multi-Factor Authentication (MFA) process as defined in [NIST Special Publication 800-63](#).
3. Vendor must ensure the technology used by the Vendor to provide the services is configured to provide separation of duties utilizing Role Based Access Control (RBAC).
4. The Vendor must ensure the technology used by the Vendor to provide the services utilizes audit logging, including, but not limited to, logins per User ID, Source IP, Destination IP, time of event, action taken, and submission of logs to DHS. All audit logs must be centrally stored.
5. The Vendor must ensure there is a DHS approved Disaster Recovery Plan (DRP) provided for review by DHS. The DRP is required to be reviewed and tested annually at a minimum, per DOA policy as outlined in the IT Security Standards. Vendor must report and respond to security incidents as outlined in the Contract agreement.
6. The Vendor is required to report and respond to security incidents appropriately, acknowledging an obligation to report a suspected or confirmed incident to, and cooperate with, DHS's CSIRT and/or Privacy teams.
7. The Vendor is required to meet current Federal Information Processing Standards (FIPS) encryption requirements for transmission and storage of data.

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8. The Vendor must ensure security awareness and training policies and procedures are in place for all staff providing services to DHS through this Contract.
9. The Vendor must have a contact escalation matrix available for all security related questions and/or issues.
10. The Vendor must have a social engineering awareness program in place and test for social engineering attacks.
11. Vendor IT systems should be updated, configured, and maintained in order to mitigate risk of compromise.

Vendor Response #9: Describe the Vendor's proposed methods for providing written and/or verbal notification of observations and interviews to DHS.

- Include how often results will be reported and how the reports will be securely delivered to DHS to ensure any/all Personally Identifiable Information (PII) and/or Protected Health Information (PHI) is safeguarded at all times.
- Describe the Vendor's process for adhering to the requirements outlined in Section 3.4 (1-11).
- Provide a sample of a proposed Report of Completion as described in Section 3.4.

4 CONTRACT TERMS AND CONDITIONS

Herein referenced and attached as part of this RFP is a copy of the Contract with standard terms and conditions. The Department reserves the right to negotiate the following terms and conditions when it is in the best interest of the State to do so. DHS reserves the right to add additional related services based on changes in need or changes to standards by State or Federal laws and regulations that are unknown at the time of this solicitation. Vendors may not submit their own Contract document as a substitute for the State's terms and conditions.

Vendors must accept all terms and conditions in the State's Contract document or submit point-by-point exceptions with proposed alternative or additional language for each point. The State may accept, modify, or reject any of the Vendor's suggested revisions. Any changes or amendments to any of the terms and conditions will occur only if the change is in the best interest of the State. Pricing submitted should assume that no changes to these terms and conditions will be accepted.

Prices submitted by the Vendor via *Attachment A – Price Sheet* as part of this RFP shall remain fixed firm for the first year of the Contract. The Vendor is required to provide DHS with written notification of any price increases a minimum of sixty (60) days prior to the renewal of the Contract for services. All price increases are subject to Vendor justification and may or may not be approved by DHS. The Vendor will be notified in writing upon acceptance or rejection of a price increase by DHS.

If a Contract document is executed because of this procurement, additional terms and conditions may be contained in that document and negotiated at that time.

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4.1 Business Associate Agreement

In agreements for the provision of services, activities, or functions covered by the [Health Insurance Portability and Accountability Act of 1996](#) (HIPAA), the Vendor as a Business Associate must complete the Business Associate Agreement (BAA) [F-00759](#). This document must be fully executed before contract performance begins.

5 PROPOSAL PROCEDURE AND INSTRUCTIONS

5.1 Calendar of Events

Listed below are dates and times of actions related to this solicitation. The events with specific dates must be completed as indicated unless otherwise amended by the State. If the State finds it necessary to change any of the specific dates and times in the calendar of events listed below, it will do so by issuing an amendment to this solicitation. There may or may not be a formal notification issued for changes in the estimated dates and times.

Date	Event
August 26, 2026	Date of issue of the solicitation - Posted to eSupplier Portal
September 2, 2026 at 2:00PM CST	Written Questions Due
September 9, 2026 - <i>Estimated</i>	Responses to Questions Posted on eSupplier Portal - <i>Estimated</i>
October 7, 2026 at 2:00PM CST	Proposals Due - late submissions will not be accepted
November 25, 2026 - <i>Estimated</i>	Notification of Intent to Award - <i>Estimated</i>
June 12, 2027 - <i>Estimated</i>	Contract Start Date - <i>Estimated</i>

5.2 Vendor Questions and Clarifications

Vendors are expected to raise any questions, exceptions, or additions they have concerning the RFP document by the Question Due Date specified in section 5.1. Questions must be submitted to the Procurement Manager in writing using the Questions Template provided in Attachment C.

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If at any time prior to the due date, a Vendor discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the Vendor must immediately notify the Procurement Manager of the issue in writing and request modification or clarification of the RFP document.

If it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, supplements or revisions will be posted on the eSupplier Portal (<https://esupplier.wi.gov>).

5.3 Proposal Response Organization, Content, and Formatting

5.3.1 Proposal Response Organization and Content

Vendor's response must contain all required documentation organized and labeled in the sections and order described in Attachment B, the Vendor Checklist. Use separate sections for digital copies as explained in Attachment B.

Elaborate submissions (e.g., extensive artwork, illustrations, advanced modeling techniques, promotional statements) beyond what is sufficient to present a complete and effective Vendor submission are neither necessary nor desired. Audio and/or videotapes are not allowed.

No mention of the content of Vendor's cost proposal is permissible in the response to any other section of this Request for Proposal other than in the cost proposal itself.

5.3.2 Format of Proposal Response

- a) The responses should be formatted and submitted in an 8.5 x 11 format. Font size and style throughout the Proposal must be 12-point font or greater except for any diagrams, footnotes, resumes (if requested), and page headers and footers.
- b) The Proposal should be well organized and through-numbered with each page clearly marked with a page number, the name of the responding Vendor, and the solicitation number **S-1952 DQA-26**.
- c) **Total page count may not exceed 250 pages.** One page is defined as any proposal material appearing on one side of an 8.5 x 11 sheet. The Table of Contents, unnumbered blank pages, and dividers without proposal information are not included in the page count. **Pages in excess of this page limit will not be evaluated.**
- d) Do not restate prompts, requirements, and/or other RFP text. Instead, cite relevant RFP sections as needed. Where requested, Table of Contents should include bookmark links if so directed in Attachment B.
- e) All digital copies, whether submitted through eSupplier, should be in a searchable Word, Excel, or PDF format.

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- f) The State reserves the right to disqualify any proposals that do not follow the required formatting.

5.4 Use of Subcontractor(s)

Vendors must identify any potential Subcontractor(s) in their Proposal in the performance of the Contract. The resulting Contract will be between DHS and the awarded Vendor. The Vendor will be responsible for its Subcontractor's performance of the pertinent Contract obligations and ensure Subcontractor(s) abide by all terms and conditions of the RFP and resulting Contract. All Subcontractor(s) must be approved in writing by the Department.

5.5 eSupplier Proposal Submittal

Vendors should use the eSupplier System (<https://esupplier.wi.gov>) to respond to this solicitation. The eSupplier Sourcing Event number for this solicitation is **14122**.

When submitting an electronic copy via eSupplier, the date stamp for eSupplier Proposal Submittal is the submittal date and time applied by the eSupplier system at the time of submission and serves as documentation of a timely submittal. Vendors should allow ample time to enter their eSupplier response.

Please Note: When all responses to event sections have been entered and saved, click the **Submit** button to send your response to the State. Click **Submit** on the pop-up window to confirm. You should receive a confirmation message that it has been submitted.

The awarded Vendor may be required to provide all digital submittals in Word, Excel or other mutually agreeable format if requested by DHS.

5.5.1 eSupplier Proposal Submission

Proposer must follow instructions in response to all Response Sections. This will include both a complete technical response, as well as a redacted response with all confidential information excluded. DHS may additionally require financial statements. If required, these will be a separate Response Section from the technical requirements.

5.5.2 eSupplier Cost Proposal

The Cost Proposal must be completed in full and uploaded to the eSupplier system in response to the appropriate Response Section. Completion of the Cost Proposal is mandatory. Vendors may not alter or add to the Worksheet in any manner. Prices submitted shall be in U.S. dollars.

It is the sole responsibility of the Proposer to ensure that all mathematical calculations are correct and that the total cost worksheet proved accurately reflects costs. Estimated proposal prices are not acceptable.

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All pricing must remain firm for the initial term of the contract. Exceptions to this would include increases in discounts and/or reductions in pricing.

Inclusion of the cost information in any part of the response to the RFP is prohibited. Further instructions for entering cost data are included in the worksheets.

5.5.3 eSupplier Multiple Proposals

Multiple Proposals from a single Vendor will be permissible; however, each Proposal must conform fully to the requirements for response.

To submit multiple proposals via eSupplier, you must create an additional Bidder ID, using a different email address for each proposal. More information can be found on the eSupplier Portal [Responding to an Event](#).

5.5.4 eSupplier Modifying a Proposal

Bidders may modify a submitted proposal response if the modifications are made prior to the due date and time. Please see [Responding to an Event](#) for detailed instructions on modifying a previously submitted proposal.

5.5.5 eSupplier Withdrawal of Proposals

Proposals shall be irrevocable until Contract award unless the Proposal is withdrawn. Vendors may withdraw a response at any time up to the Proposal closing date and time.

The Withdraw button on the Bidder Home Page “My Responses” should be active for any event before the event due date. If you are electing to withdraw before the due date, you can do so, but withdrawing completely means you will not be considered at all for the event as you cannot re-submit a response. If you intend to withdraw your proposal the Procurement Manager must additionally be notified in writing of the withdrawal.

5.6 Alternative Proposal Submittals

Email proposal submittal(s) are also allowed in lieu of an eSupplier response to sourcing events. However, the State of Wisconsin and DHS have no liability for any error(s) made in inputting or processing any information from such vendor(s) who used a submittal method other than eSupplier. (e.g., State employees entering proposal information into the State’s procurement system as a proxy for such vendor(s)). If a vendor(s) is unable to submit their proposal response via eSupplier or email, please contact the Procurement Manager listed in RFP Section 1.5 at least five (5) calendar days before the proposal due date and time that is specified in this RFP.

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5.6.1 Email Submittal of Proposals

If a vendor(s) is submitting their proposal(s) through alternative options such as email, the submittal must include all required documentation, organization and be named as detailed on Attachment B – Checklist and:

1. A Complete Proposal Response with Proprietary Information Included
2. A Complete Proposal Response with Proprietary Information Excluded

If the submission is too large of a file to submit via email, the required files may be submitted via multiple emails that clearly identify the vendor(s) and their proposal(s) response.

All proposal(s) MUST be received no later than the submission due date and time which is specified in this RFP. The timestamp on the email as it is received by DHS will be the submittal time. **Proposal(s) received after the submittal time will be considered late and rejected.**

5.7 Method of Proposal

Attachment A contains the Price Sheet for this solicitation and must be completed in full and returned at the time of Proposal. Vendors may not alter the Price Sheet in any manner. **Alternate pricing formats will not be accepted and may result in disqualification of the Proposal.**

Pricing submitted must include all costs to furnish the services included in the Proposal, in accordance with the terms and conditions of this RFP, including labor, travel, and insurance. The following additional costs or fees are not allowed in any Proposal:

- Delivery location fees
- Small Order/Minimum Order fees
- Special Order fees
- Purchasing Card (P-Card) related charges
- Return/Restocking fees

All prices must be quoted in U.S. Dollars.

5.8 Multiple Proposals

Multiple Proposals from a single Vendor will be permissible; however, each Proposal must conform fully to the requirements for response. Each such Proposal must be separately submitted and should be labeled as Proposal #1, Proposal #2, etc., on each page included in the response.

5.9 Incurring Costs

The State of Wisconsin is not liable for any cost incurred by Vendors in replying to this solicitation.

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5.10 Withdrawal of Proposals

Proposals shall be irrevocable until Contract award unless the Proposal is withdrawn. Vendors may withdraw a response at any time up to the Proposal closing date and time. To accomplish this, the written request must be signed by an authorized representative of the Vendor and submitted to the Procurement Manager. If a previously submitted response is withdrawn before the deadline for Proposal, the Vendor may submit another response at any time up to the Proposal closing date and time.

6 SELECTION AND AWARD PROCESS

6.1 Preliminary Review and Acceptance of Proposal

All Proposals will be reviewed by the Procurement Manager to ensure compliance with submittal requirements. DHS shall be the sole judge as to Vendors' compliance with the Proposal instructions.

Proposals that do not comply with Vendor Qualifications or Mandatory Specifications **will be** disqualified. Proposals that do not comply with Contract Terms and Conditions **may** be disqualified. DHS in its sole discretion retains the right to accept or reject any or all Proposals, or accept or reject any part of a Proposal, if deemed to be in the best interest of the State.

6.2 Evaluation Criteria

Proposals will be scored using the following criteria:

Solicitation Section	Points	% (if applicable)
Vendor Qualifications	500	11%
Program Requirements	3300	69%
Cost	950	20%
Total	4750	100%

6.3 Method of Award

Proposals accepted through the preliminary review process will be evaluated by a committee and scored against established evaluation criteria. Scores will be given in accordance with the points referenced in section 6.2. Award(s) will be made on the basis of the highest point score received by a responsive, responsible Vendor.

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The award will be made to up to three (3) Vendors. Awards will be given to the three (3) highest scoring proposers based on their total points score. DHS will develop a “call list” (highest to lowest score) of Vendors for State Monitoring Services.

The Vendor with the highest total points score will be the Primary Vendor. The Vendor with the second highest points score will be the Secondary Vendor. The Vendor with the third highest points score will be the Tertiary Vendor. As services are required, the Primary Vendor will be called first. If the Primary Vendor is unable to supply the services within twenty-four (24) hours, the Secondary Vendor will be contacted. If the Secondary Vendor is unable to provide services, the Tertiary Vendor will be contacted.

If none of the Vendors are able to supply the services in the time needed, the agency may seek approval from the State’s contract administrator to pursue services elsewhere. No Vendor shall have exclusive rights to supply State Monitoring Services under this agreement.

The State reserves the right to offer fewer or more awards to ensure services are completed, if it is in the best interest of the State to do so.

In accordance with WI Stats. Ch. 16.75(3m) see Sections 6.7.1 and 6.7.3 for more information.

6.4 Right to Reject Proposals

DHS reserves the right to reject any and all proposals and may negotiate the terms of the Contract, including the award amount, with the selected Vendor prior to entering into a Contract. If Contract negotiations cannot be concluded successfully with the highest scoring Vendor, DHS may negotiate a Contract with the next highest scoring Vendor.

6.5 Best and Final Offer (BAFO)

After the initial scoring of the proposals, the highest scoring Vendors may receive requests to provide a best and final offer (BAFO). BAFOs can be related to either the cost proposal, technical proposal, or both and will be evaluated against the original criteria by the evaluation committee. The BAFO scores will be used to adjust the points given, and the award will be granted to the highest scoring Vendor.

Vendors should **NOT** assume that the BAFO process will be used when submitting their initial proposals.

6.6 Vendor References

The proposal response must include a completed Bidder Reference Form located in Section 3 of the Bidder Required Form ([DOA-3832](#)) listing at least four (4) names or companies with whom the Vendor has done business similar in size and scope as required by this RFP within the last three (3) years.

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DHS will determine which, if any, references to contact and reserves the right to exclude a Vendor from further consideration at any point during the solicitation process should DHS determine that one or more references are unsatisfactory, inadequate, or inappropriate.

6.7 Supplier Diversity

6.7.1 Minority-Owned Business Enterprise

Minority-Owned Business Enterprises (MBE) are certified by the Wisconsin Department of Administration (DOA). This program can be found at:

<http://www.doa.wi.gov/Divisions/Enterprise-Operations/Supplier-Diversity-Program>.

The State of Wisconsin is committed to the promotion of MBEs in the State's purchasing program. Wisconsin statutes provide for a permissive 5% price preference for certified MBEs that compete for State contracts. This means that State agencies may make an award to the MBE* submitting a qualified proposal when that qualified proposal is not more than 5% in difference from the highest point scoring proposal. (An MBE preference will not be considered on a printing or stationery procurement.) Policy provides that MBEs should have the maximum opportunity to participate in the performance of its Contracts. The Contractor is strongly urged to use due diligence to further this policy by awarding Subcontracts to MBEs or by using such enterprises to provide goods and services incidental to this agreement.

***The application of a 5% bidding preference for certified minority businesses is currently paused.**

The Contractor shall furnish appropriate quarterly information about its efforts, including the identities of such businesses certified by the Wisconsin Supplier Diversity Program, their Contract amount, and spend for each period to DHS.

A listing of certified MBEs, as well as the services and goods they provide, is available at <https://wisdp.wi.gov/search.aspx>.

6.7.2 Veteran-Owned Business

The State Bureau of Procurement encourages the participation of Veteran-Owned Businesses (VBs) in the statewide purchasing program by inviting VBs to actively solicit public purchasing business and by reducing undue impediments to such participation. VBs are certified by the Department of Veterans Affairs (DVA). Applicants shall complete a Veteran-owned Business Request for Certification form (WDVA 1037). There is no price preference for certified VBs that compete for State Contracts. Contact the DVA at: <https://dva.wi.gov/>.

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6.7.3 Disabled Veteran-Owned Business

Disabled Veteran-Owned Businesses (DVBs) are certified by the Wisconsin Department of Administration. This program can be found at:

<https://doa.wi.gov/Pages/DoingBusiness/SupplierDiversity.aspx>.

The State of Wisconsin is committed to the promotion of DVBs in the State's purchasing program. Wisconsin statutes provide for a permissive 5% price preference for certified DVBs that compete for State Contracts. This means that State agencies may make an award to the DVB submitting a qualified proposal when that qualified proposal is not more than 5% in difference from the highest point scoring proposal. (A preference will not be considered on a printing or stationery procurement.) Policy provides that DVBs should have the maximum opportunity to participate in the performance of its Contracts. The Supplier/Contractor is strongly urged to use due diligence to further this policy by awarding subcontracts to DVBs or by using such enterprises to provide commodities and Services incidental to this agreement. The Supplier/Contractor shall furnish appropriate quarterly information about its efforts, including the identities of such businesses certified by the Supplier Diversity Program and their Contract amount. A listing of certified DVBs, as well as the Services and commodities they provide, is available at: <https://wisdp.wi.gov/search.aspx>.

6.7.4 Woman-Owned Business Enterprise

Woman-owned Business Enterprises (WBEs) are certified by the Wisconsin Department of Administration. This program can be found at:

<https://doa.wi.gov/Pages/DoingBusiness/SupplierDiversity.aspx>.

State certified WBEs are able to provide both governmental entities and private companies with a credible recognition of the business' ownership. The WBE certification may serve as an additional marketing tool when seeking contract opportunities with entities that place a value on having a diverse supplier base. There is no price preference for certified WBEs that compete for State contracts. A listing of certified WBEs, as well as the services and commodities they provide, is available at: <https://wisdp.wi.gov/search.aspx>.

6.8 Intent to Award Notification

All Vendors who respond to this solicitation will be notified in writing of the Department's intent to award the Contract as a result of this RFP.

6.9 Protest and Appeals Process

The protest and appeals process applies to Requests for Proposals for services that result in a Contract greater than \$50,000. Any protest of this solicitation or intent to award must be made in writing and

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based on an alleged violation of a Wisconsin State Statute or a provision of the Wisconsin Administrative Code.

The **Notice of Intent to Protest** must be filed in writing and received no later than five (5) business days after the Notice of Intent to Award is issued.

The **actual Protest** must be filed in writing and received within ten (10) business days after the Notice of Intent to Award is issued.

Protest documents must be sent via email to the DHS Secretary with a copy to the DHS Director of Bureau of Procurement and Contracting at the following addresses:

To:

Secretary's Office

dhssecretaryoffice@dhs.wisconsin.gov

Copy to:

Director, Bureau of Procurement and Contracting

Jude.Juarez@dhs.wisconsin.gov

6.9.1 Appeals

The decision of the DHS Secretary may be appealed to the Department of Administration (DOA) within five (5) business days of issuance. Appeals must be made in writing and as specific as possible.

Appeals documents must be sent via email to the DOA Secretary with a copy to the DHS Director of Bureau of Procurement and Contracting at the following addresses:

To:

Secretary's Office

DOASecretaryoffice@wi.gov

Copy to:

Director, Bureau of Procurement and Contracting

Jude.Juarez@dhs.wisconsin.gov

7 REQUIRED FORMS AND ADDITIONAL DOCUMENTATION

The following section contains forms and additional documentation pertaining to this RFP that must be submitted at the time of Proposal.

7.1 Required Forms

Attachment B contains a list of forms that must be submitted as a part of the Proposal response. Links to each form are provided within Attachment B.

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7.2 Disclosure Statements

Any Vendor other than a political subdivision of the State must include a written statement with their Proposal that discloses and provides relevant information on any of the following conditions should they exist:

- A. An officer or an employee of the contracting or procuring agency or his or her immediate family owns or controls, directly or indirectly, any equity, or is associated with the Vendor.
- B. The Vendor currently employs, or has offered or agreed to employ, any person who is or has been an officer or employee of the contracting or procuring agency within the 12-month period preceding the solicitation.
- C. The Vendor has a contract for materials, supplies, equipment, or contractual services with the contracting or procuring agency or provides or anticipates providing materials, supplies, equipment, or contractual services during the term of the Contract to, a person or organization that is regulated by, or receives State funds from, the contracting or procuring agency.
- D. Any administrative action or lawsuit, threatened or pending, that involves:
 - i. A financial matter that could significantly affect the organization's solvency or financial ability to successfully perform under this Contract.
 - ii. A matter that has been or would be brought against the organization as a party to a Contract by another party to that Contract.
 - iii. A licensing or regulatory matter that would affect the organization's credentials or ability to perform under this Contract.
- E. Any past Contract actions brought against the organization for breach of Contract, or any Contracts that were terminated because of the organization's breach or financial instability within the last ten (10) years.

If none of the above conditions exist, the Vendor must include a written statement to that effect.

If the Vendor is a subsidiary, this information must also be submitted for all parent companies. If the Vendor will use Subcontractors, associated companies, or others to complete the work of the project, the Vendor's responses must include pertinent Subcontractor information.

7.3 Financial Statements

Vendors and Subcontractors must be able to substantiate their financial stability. Independently audited financial statements for the last three (3) completed fiscal years, along with additional supporting documentation (Income Statement, Statement of Cash Flows, Balance Sheet, and Statement of Change in Financial Position along with all auditors' notes) must be submitted with the Proposal response. If the Vendor is a subsidiary, the parent company must be identified, and the consolidated audited financial statements of the parent company must be submitted. The State may request reports on financial stability from independent financial rating services to substantiate the Vendor's stability. Vendor name is to be included on each page submitted.

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If no audit was required, please explain why, and submit two (2) years of financial statements.