



Department of Mental Health

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SEALED BID REQUEST FOR PROPOSAL

RFP 144 Responsible Gaming and Problem Gambling

ISSUE DATE	September 28, 2026
QUESTIONS DUE	October 12, 2026 – 4:00 PM (ET) <i>All questions are to be submitted electronically via VT Buys</i>
RFP RESPONSES DUE BY	November 9, 2026 – 4:00 PM (ET) <i>All proposals are to be submitted via VT Buys</i>

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

[Public Solicitations: Vermont Buys](#)
[Funding Opportunities | Department of Mental Health](#)
And
[Vermont Business Registry and Bid System - Home](#)

STATE CONTACT: Jennifer Rowell
E-MAIL : AHS.DMHSubmissions@vermont.gov

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

If you speak a language not listed on the website below or require additional help, we offer free language assistance services. The State of Vermont contracts with several Translation Services organizations, and you can visit this page for more information [Language Access | Department of Mental Health](#).

If you require assistance with technology, access, or have other issues with being able to complete your proposal, reach out to the single point of contact.

1. OVERVIEW:

- 1.1. **SCOPE AND BACKGROUND:** Through this Request for Proposal (RFP) the Department of Mental Health (DMH, hereinafter the “State”) is seeking to establish a contract with one company that can provide services and support the State in meeting the responsible gaming and problem gambling objectives. Vermont signed Bill H127 in June of 2023 legalizing sports wagering in the state. The Department of Mental Health is charged under 31 V.S.A. § 1341a with establishing a Problem Gambling Program. Pursuant to subsection (a) The Department of Mental Health shall establish and administer the Problem Gambling Program to: (1) provide support to agencies, organizations, and persons that provide education, assistance, awareness, treatment, and recovery services to persons and families experiencing difficulty as a result of addictive or problematic gambling; (2) promote public awareness of and provide education concerning gambling addiction using online capabilities and other best practices; and (3) promote public awareness of assistance programs for gambling addiction using online capabilities and other best practices.
- 1.1.1. **DESCRIPTION OF ORGANIZATION:** The Vermont Agency of Human Services (AHS) strives to improve the conditions and well-being of Vermonters by ensuring all Vermonters have the opportunity to thrive in inclusive, equitable, and resilient communities. The scope of AHS is profound. Through its six departments, twelve district offices, and a network of community partners and providers, it is responsible for the implementation and delivery of all human service programs within the state. Each department has a distinct area of focus and responsibility and contributes to the creation and sustenance of an entire system of human service supports.

The Department of Mental Health (DMH) resides under AHS and has the same critical mission in mind. DMH promotes mental health as a vital part of overall well-being by advancing prevention, early intervention, and recovery-focused care. Our vision is that mental health serves as a cornerstone of health in Vermont, where inclusive communities respond with compassion and respect, enabling all Vermonters to thrive and participate fully in their lives. This work is guided by our core values of compassion, equity, integrity, collaboration, and accountability.
- 1.2. **CONTRACT PERIOD:** The contract arising from this RFP will be for a period of two years with an option to renew for up to three years. The State anticipates the start date for such contract will be February, 2027.
- 1.3. **SINGLE POINT OF CONTACT:** All communications concerning this RFP are to be submitted through VT Buys. In the event that a bidder is experiencing system issues with submitting a question through VT Buys, communications should be addressed in writing to the State Contact listed on the front page of this RFP. **Actual or attempted contact with any other individual from the State concerning this RFP is strictly prohibited and may result in disqualification.**
- 1.4. **BIDDERS’ CONFERENCE:** A mandatory bidders’ conference will **not** be held for this RFP.
- 1.5. **QUESTION AND ANSWER PERIOD:** Any bidder requiring clarification of any section of this RFP or wishing to comment on any requirement of the RFP must submit specific questions in VT Buys no later than the deadline for question indicated on the first page

of this RFP. As noted in 1.3, questions should be e-mailed to the single point of contact on the front page of this RFP if a bidder is experiencing system issues with VT Buys.

Questions or comments not submitted on or before the last day of the question period are thereafter waived. At the close of the question period a copy of all questions or comments and the State's responses will be posted to this solicitation in VT Buys and on the DMH website ([Funding Opportunities | Department of Mental Health](#))

Every effort will be made to post this information as soon as possible after the question period ends, contingent on the number and complexity of the questions. All information provided by vendors during this process will be public and bidders shall not provide confidential information.

- 1.6. **CHANGES TO THIS RFP:** Any modifications to this RFP will be made in VT Buys by the State through the issuance of an Addendum to this RFP as well as posted on the DMH website and the Vermont Business Registry. Modifications from any other source are not to be considered.
- 1.7. **SOURCE OF FUNDS:** The Department anticipates using state funds for the resulting contract(s). The Department may choose to modify the source of funding contingent upon the availability of funds at the time of award.

2. DETAILED REQUIREMENTS/DESIRED OUTCOMES:

2.1. The State of Vermont is interested in obtaining bids to meet the following business need(s): services to support the state in meeting the responsible gaming and problem gambling objectives as defined by Vermont H127.

2.2. The State of Vermont seeks to achieve the following Business Values:

2.2.1. Compliance: The solution meets a State compliance requirement.

2.3 Scope of Work & Expected Activities

Respondents will address each of the following:

2.3.1.1 24/7 Helpline Services

2.3.1.1.1 Problem Gambling Helpline available to answer calls and chats from Vermonters 24/7, offering real-time support and referral options to services that may include, but are not limited to, clinical and peer supports.

2.3.1.1.2 Provide meaningful data reports and conduct evaluations of customer satisfaction for calls and chats.

2.3.1.2 Media Campaign

2.3.1.2.1 Develop and launch digital, print, radio and video media campaigns to promote resources and support along the gambling health continuum. Provide meaningful data reports on media campaign activities.

- 2.3.1.2.2 Media flights will support, at a minimum, Responsible Gaming Education Month, Gift Responsibly, Problem Gambling Awareness Month, and align with events associated with increased gambling activity in Vermont.
- 2.3.1.2.3 Maintain and expand current branding and website content. All content must meet ADA communication requirements and WCAG 2.1 AA Minimum Standard.
- 2.3.1.2.4 Develop and maintain an up-to-date inventory of Vermont's media assets related to responsible gaming and problem gambling.
- 2.3.1.2.5 Bidders shall review **EXECUTIVE ORDER NO. 06-26, Local Media Considerations in State Marketing and Advertising Purchasing** outlined in section 3.2 of this RFA and confirm whether their intended deliverables will include media planning and buying. If media buying is included, bidders must address the options and strategies for spending in local media outlets in compliance with EO 06-26, or document why using local media would not be feasible. If media planning and buying is not part of the project scope, bidders must clearly state that in their response.

2.3.1.3 **Peer Support and Lived Experience Engagement**

- 2.3.1.3.1 Develop and manage a coordinated process to offer and provide resources and peer support for Voluntary Self-Exclusion (VSE) enrollees who do not opt out of follow-up contact to receive education and referral options. Peer support will also be made available to interested individuals seeking support outside of the VSE process.
- 2.3.1.3.2 Coordinate opportunities for individuals with lived experience of gambling harm, along with various community partners, to provide feedback on media campaigns and other content developed.

2.3.1.4 **Problem Gambling Treatment Workforce Development**

- 2.3.1.4.1 Recruit, build capacity, and maintain records for a statewide network of clinicians to treat individuals impacted by gambling harms.
- 2.3.1.4.2 Offer a 30-hour clinical training, approved by the International Problem Gambling and Gaming Certification Organization at least every 24 months.
- 2.3.1.4.3 Offer quarterly 1-2 hour supplemental trainings on specific topics relevant to a range of mental health and substance use providers.

2.3.1.4.3.1 Trainings will be structured to gather pre and post data regarding changes to knowledge, skills and abilities.

2.3.1.4.4 Manage the Vermont Problem Gambling Specialist Certificate program and develop a process for providing clinical support to certificate holders.

2.3.1.4.5 Performance Measures

2.3.1.4.5.1 Responses must propose clear and measurable performance measures encompassing impact, quantity, and quality that will enable the State to determine the success of the services and/or programming.

2.3.1.4.5.2 These performance measures should be linked to the Desired Outcomes listed in section 2.1.

2.3.1.4.6 Protection of Personally Identifiable Information

2.3.1.4.6.1 The vendor will protect all State data, including Personally Identifiable Information (PII) received, in accordance with all applicable federal and State of Vermont laws, regulations, policies, and contractual requirements.

3. GENERAL REQUIREMENTS:

3.1. Prospective bidders must be registered as a supplier in Vermont's Procurement system, VTBuys <https://vtbuysprocurement.vermont.gov/suppliers-bidders>. Registration in this system is important for future steps related to the RFP such as contracting and invoicing.

3.2. EXECUTIVE ORDER NO. 06-26, Local Media Considerations in State Marketing and Advertising Purchasing

For all marketing and communications projects that include media planning and buying (e.g. ad placements, paid search, etc.), bidders must comply with EXECUTIVE ORDER NO. 06-26 ([EO 06-26 - Local Media Considerations in State Marketing and Advertising Purchasing.pdf](#)), Local Media Considerations in State Marketing and Advertising Purchasing. In the context of RFP responses, bids for media buying are required to address options and strategies for spending in local media outlets. In scenarios where the bidder does not believe local media is feasible, based on intended audience, desired outcomes, timeline, budget, etc., bidders must document that reasoning in their bid. The selected bidder will be required—whenever feasible and consistent with the best interests of the State—to give preference to local media when placing ads or paid media.

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

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

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

3.4. Other Provisions:

3.4.1. In addition to the insurance required in Attachment C to this Contract, before commencing work on this Contract and throughout the term of this Contract, Contractor agrees to procure and maintain:

Media Liability Insurance – Before commencing work on this contract and throughout the term of this contract, Contractor shall procure and maintain media liability insurance for any and all services performed under this contract, with minimum coverage of \$1,000,000 per claim and \$1,000,000 aggregate.

Before commencing work on this Contract, Contractor must provide certificates of insurance to show that the foregoing minimum coverages are in effect.

3.4.2. Language Access Services:

3.4.2.1. Bidders should offer services that consider language access and communication needs.

3.4.2.2. Interpreting and translating services should be available by request and receive timely responses. Interpreting can be live or remote, or a combination thereof. Processes should include identifying language needs upon receipt of services.

3.4.2.3. All services and materials must meet ADA communication requirements and WCAG 2.1 AA Minimum Standard.

3.4.2.4. Bidders must include cost estimates and budget for language and communication services and supports in their pricing proposal.

3.4.3. Artificial Intelligence and Automated Decision Systems

3.4.3.1. **Definitions.** For purposes of this section:

- i. "AI Systems" means any automated decision or artificial intelligence systems as defined in 3 V.S.A. § 3305(a)(2) or § 5021.
- ii. "Process" or "processing" means any operation performed on footage or State Data by or through an AI System, including but not limited to: collecting, storing, accessing, transmitting, analyzing, scanning, classifying, tagging, indexing, searching, enhancing, recognizing (including facial recognition, object recognition, or license plate recognition), detecting patterns or anomalies, generating outputs or predictions, or submitting such data to any AI-enabled feature, tool, plugin, or third-party service.

3.4.3.2. **Disclosure Requirement.** AI Systems used to process State Data must be limited solely to those disclosed in the completed AI Usage Disclosure Form (BGS Form 12-19-2025) previously submitted by the Contractor and approved by the State. If no form was submitted and approved, Contractor agrees that no AI Systems are or will be used to process State Data in any way.

3.4.3.3. **Prior Approval.** Contractor shall obtain the State's prior written approval before:

- i. Prohibition on Use of State Data as Training Data. Contractor may not use State Data as training data, validation data, or any other input for the development, improvement, fine-tuning, or evaluation of any AI System, unless the State provides express prior written authorization specifically identifying:
- ii. The State Data to be used;
- iii. The AI System or model for which it will be used; and
- iv. The specific purpose for which it will be used.

3.4.3.4. **Subcontractor and Agent Obligations.** Contractor shall ensure that all subcontractors and agents acting on Contractor's behalf comply with the requirements of this section. Contractor remains solely responsible for any use of AI Systems or State Data by subcontractors or agents that violates this section.

3.4.3.5. **Notification of Changes.** Contractor shall notify the State in writing within ten (10) business days of becoming aware of any change in the AI Systems used to process State Data, including any change introduced by a third-party vendor or platform without Contractor's affirmative action.

3.4.3.6. **Violation.** Any use of AI Systems or State Data in violation of this section constitutes a material breach of this Contract.

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

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

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

3.6. CONFLICTS OF INTEREST:

3.6.1. **Organizational Conflict of Interest (OCOI):** An OCOI arises when a bidder as a business entity has interests (for example, customers, partners, contracts) that could undermine, or reasonably be perceived to undermine, its faithful and unbiased performance of a contract with the State that may result from this solicitation.

3.6.2. **Personal Conflict of Interest (PCOI):** A PCOI arises when an interest held by an individual, agent or employee of a bidder could undermine, or reasonably be perceived to undermine, its faithful and unbiased performance of a contract with the State that may result from this solicitation.

3.6.3. **Requirements:** The State does not seek to contract with any individual or business entity having a conflict of interest which cannot be mitigated to the State's satisfaction. To ensure the State's awareness of actual, potential, or reasonably perceived PCOIs and OCOIs, bidders shall:

- a. Prior to submitting a proposal, conduct an internal review of its current affiliations and activities and identify actual, potential, or reasonably perceived PCOIs or OCOIs relative to a contract with the State that may result from this solicitation.

- b. Disclose in your proposal any actual or potential PCOI or OCOI or the existence of any facts that may cause a reasonably prudent person to perceive a PCOI or OCOI with respect to a contract with the State that may result from this solicitation. Disclose, also, any actions proposed to mitigate the PCOI or OCOI.

3.6.4. The State shall have sole discretion to determine whether a PCOI or OCOI can be mitigated to the State's satisfaction and may discuss the conflict with the bidder if and to the extent the State deems discussion necessary to its determination. The State reserves the right to (a) reject from further consideration any proposal having a PCOI or OCIO that cannot be mitigated to the State's full satisfaction and (b) terminate a contract upon discovery that a contractor failed to disclose facts pertaining to a PCOI or OCOI in its proposal, or otherwise misrepresented relevant information to the State.

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

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

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

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

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

After consideration of all relevant factors, a bidder that demonstrates business practices that promote clean energy and address climate change as identified in

the Certification, shall be given favorable consideration in the competitive bidding process. Such favorable consideration shall be consistent with and not supersede any preference given to resident bidders of the State and/or products raised or manufactured in the State, as explained in the Method of Award section. But, such favorable consideration shall not be employed if prohibited by law or other relevant authority or agreement.

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

3.9.1. Evaluation Criteria: Consideration shall be given to the Bidder's project approach and methodology, qualifications and experience, ability to provide the services within the defined timeline, cost, and success in completing similar projects. Each proposal will be evaluated using a weighted scoring system. The application is divided into the sections outlined in section 2.4 of this RFP that reflect key evaluation criteria, with each section assigned a specific weight based on its relative importance. Reviewers will rate each section on a scale from 1 to 5, where 1 indicates "Does not meet expectations" and 5 indicates "Exceeds expectations." Weighted scores for each section will be combined to determine the total score, which will guide funding decisions. Weights for key evaluation criteria are set forth below.

3.9.2. Technical Proposal:

- Project approach/Design: 20
- Alignment with State Objectives, Goals, and Needs: 20
- Organizational capacity: 20
- Proposed timeline: 20

Cost Proposal:

- Budgets: 20

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

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

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

3.12.1. Business Registration. To be awarded a contract by the State of Vermont a bidder (except an individual doing business in his/her own name) must be:

- Registered with the Vermont Secretary of State's office [Business Filings | Secretary of State](#) and must obtain a Contractor's Business Account Number issued by the Vermont Department of Taxes [Home | Department of Taxes](#)
- Registered as a supplier in Vermont's Procurement system, VtBuys <https://vtbuysprocurement.vermont.gov/suppliers-bidders>

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

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

3.12.4. Retainage. In the discretion of the State, a contract resulting from this RFP may provide that the State withhold a percentage of the total amount payable for some or all deliverables, such retainage to be payable upon satisfactory completion and State acceptance in accordance with the terms and conditions of the contract.

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

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

4.1. Unsolicited Bidder-Confidential Information Prohibited. Bidders are hereby expressly directed not to include any confidential information in their proposal submissions. By submitting a proposal in response to this RFP, bidders acknowledge and agree to abide by the terms and conditions outlined in this document, including

the prohibition on submitting confidential information. This prohibition reduces the burden on the State while preventing bidder-confidential information from entering the public record.

- 4.2. Disclosure under Public Records Act.** All information received by the State in response to this solicitation will become part of the contract file and subject to public disclosure in accordance with the State's Public Records Act, 1 V.S.A. § 315 et seq. The State may also choose to publicly post responses to this solicitation and the resulting agreement(s), following conclusion of this procurement process.
- 4.3. Unsolicited Confidential Materials.** This RFP does not solicit bidder confidential information and bidders are expressly prohibited from providing confidential information in response to this RFP. All materials furnished by bidders in response to this RFP, including those marked as confidential by bidders, are subject to disclosure if requested under the Public Records Act, or public posting.
- 4.4. State Not Responsible for Disclosure of Unmarked Bidder-Confidential Information.** It is the sole responsibility of the bidder to ensure that no information that should not be publicly disclosed is included in their proposal materials, including any 1) trade secrets or intellectual property, 2) proprietary financial or business information, 3) personal information, or 4) any other information that should not be disclosed to the public. For example, bidders should avoid including specific details of their proprietary technologies or methodologies that they consider confidential, and any references to previous client engagements should be presented in a manner that does not disclose the client's confidential information.
- 4.5.** The bid will be completed in VT Buys and will include a Company overview, Technical response (Scope of work listed in section 2.3 of this RFP), a Pricing schedule, Reporting Requirements, and References. This is referred to as the VT Buys Questionnaire.
- 4.6. COMPANY OVERVIEW**
- 4.6.1. Provide details concerning your form of business organization, company size and resources.
- 4.6.2. Describe your capabilities and particular experience relevant to the RFP requirements.
- 4.6.3. If you have experience working with the State of Vermont, identify all current or past State projects. Provide the name of the Vermont department or agency and the project title or a brief description of the work. Do not include references or statements from State of Vermont agencies or employees.
- 4.6.4. Identify the names of all subcontractors you intend to use, the portions of the work the subcontractors will perform, and address the background and experience of the subcontractor(s), in response to the questions described above in this section.

4.6.5. Exceptions to Contract Terms and Conditions. If a bidder wishes to propose an exception to any terms and conditions set forth in the Standard Contract Form and its attachments, such exceptions must be included in the Company overview section of the RFP response. Failure to note exceptions when responding to the RFP will be deemed to be acceptance of the State contract terms and conditions. If exceptions are not noted in the response to this RFP but raised during contract negotiations, the State reserves the right to cancel the negotiation if deemed to be in the best interests of the State. Note that exceptions to contract terms may cause rejection of the proposal, and that the State's non-rejection of a proposal on this basis does not indicate acceptance of the exceptions.

4.7. Scope of Work & Expected Activities

Respondents will address each of the items identified in section 2.3 of this RFP.

4.8. PRICE SCHEDULE

Bidders shall submit as an attachment, a detailed cost proposal and pricing breakdown for a two year period. Bidders may also include budget proposals for up to three additional years.

While there is not a specific format for the budget submission, cost proposals must include a comprehensive line-item budget that clearly identifies all direct and indirect costs, assumptions, and calculation methodologies. This submission should go beyond the pricing fields entered in the VTBuys quotation form and provide sufficient detail to fully explain how proposed costs were developed.

Bidders must also complete the quotation form in VTBuys, indicating their total annual pricing proposal.

4.9. REPORTING REQUIREMENTS: Provide a sample of any reporting documentation that may be applicable to the Detailed Requirements of this RFP and complete the following certifications:

4.9.1. **Byrd Anti-lobbying Certification:** This form will be required prior to a contract being executed and is pre-emptively requested with your bid.

4.9.2. **Certificate of compliance:** This form must be completed and submitted as part of the response for the proposal to be considered valid. This form is included for download in the Questionnaire.

4.9.3. **References:** Provide the names, addresses, and phone numbers of two companies with whom you have transacted similar business recently. You must include contact names who can talk knowledgeably about performance. Do not list a State of Vermont agency or employee as a reference.

5. SUBMISSION INSTRUCTIONS:

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

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

5.1.2. There will not be a public bid opening. However, the State will record the name, city and state for any and all bids received by the due date.

5.2. ELECTRONIC BIDS ONLY: All bids under this RFP must be submitted electronically in accordance with the submission requirements herein. Electronic bids will only be accepted via VT Buys.

Bidders must register in the system to submit their bids. Additional registration information can be found online: [Suppliers & Bidders | VT Buys Procurement](#).

6. BID SUBMISSION CHECKLIST:

- ✓ All required sections of the VTBuys Questionnaire complete
- ✓ Quotation form (Item list) in VTBuys
- ✓ Signed Certificate of Compliance uploaded in the VTBuys Questionnaire

7. ADDITIONAL ATTACHMENTS:

7.1. Standard State Contract with its associated attachments, including but not limited to:

7.1.1. [Standard Contract for Services \(2-13-2026 Revised\)](#)

7.1.2. [Certificate of Compliance \(3-1-2025 Revised\)](#)

7.1.3. [Attachment C - Standard State Contract and Grant Provisions \(2-13-2026 Revised\)](#)

7.1.4. [Attachment D - Other Provisions for IT Professional Services \(12-09-2025 revised\)](#)

7.1.5. [Attachment E- Business Associate Agreement](#)

7.1.6. [Attachment F – Agency of Human Services' Customary Contract - Grant Provisions \(09-02-2025\)](#)

7.1.7. [Attachment G – State of Vermont – Federal Terms Supplement - Non-Construction \(December 30, 2024\)](#)