

1. Is an inbound and/or outbound call center part of the scope of work?
 - The TPA should have a mechanism in place to receive applications and also to communicate with an applicant while such application is reviewed and a decision made.
2. How many applications do you anticipate receiving?
 - There are approximately 200,000 essential workers in CT, however, of these approximately 3,700 have filed workers compensation claims associated with Covid-19 to date. While the statute does not require workers to file a workers compensation claim to be eligible for this program and many of those who have filed a claim may have already been compensated, the number is provided to help the bidder estimate potential volume. Statute dictates that there will be no new applications accepted after July 20, 2022 and/or once all funds have been allocated.
3. What documentation must be submitted to be deemed eligible?

- The claim must include the following:

1. A certificate issued by a licensed medical professional documenting the laboratory test or diagnosis that the affected person contracted COVID-19 (a) requiring the person to isolate and quarantine from others, (b) preventing the affected person from working, or (c) requiring in-patient or outpatient medical treatment;
2. For requesting uncompensated leave benefits, evidence of (a) the affected person's weekly earnings during the eight weeks immediately preceding the diagnosis, or for an employee who had not yet worked for an eight-week period, for the time period the employee was employed, and (b) uncompensated leave due to contracting COVID-19 or symptoms that were later diagnosed as COVID-19;
3. For requesting benefits for out-of-pocket costs for medical and surgical aid or hospital or nursing services, evidence of costs not otherwise covered by insurances; and
4. Any additional information the administrator requests or requires.

Under the bill, "uncompensated leave" is the wages or salary lost by an affected person unable to work due to contracting COVID-19 or symptoms that were later diagnosed as COVID-19, at any time during the public health and civil preparedness emergencies declared by the Governor on March 10, 2020, or any extensions thereof. It does not include any leave for which the affected person received paid leave provided through an employer's paid leave plan or under a state or federal law.

4. Scope of work, numbers 2 (Summon and examine under oath any witnesses that may provide relevant information about an affected person's eligibility) and 4 (Take or cause to be taken affidavits or depositions within or outside of the state):
 - Are the statements, affidavits, and depositions required to be in person?
 - Recent legislation passed, the Governor's executive orders, and current state practice support being able to receive such statements and documents by electronic means, provided that it meets the requirements of the executive

- orders and applicable state laws and regulations, including, but not limited to, recently passed legislation such as SS Public Act 21-2.
 - What qualifications are required of the interviewers who examine witnesses under oath, take affidavits, and take depositions?
 - The Administrator and its interviewers are expected to follow applicable state laws and regulations including Connecticut's Uniform Administrative Procedure Act (Conn. Gen. Stat. §4-166 et. al.)
 - Will the State provide the scripts for these interviews?
 - The state will provide information and general guidance for these interviews and may include a script at a later time.
5. SOW, number 7 (Obtain details about unemployment compensation paid to applicants), how will the administrator receive the unemployment compensation information? (access to a database? API? Or other?)
- In conjunction with the CT Department of Labor and upon agreement to follow nondisclosure, confidentiality and data security state requirements, the TPA will have access to unemployment compensation information directly from CT DOL database (training provided by CT DOL).
6. SOW, number 6 (Notify the Workers' Compensation Commission about available offsets, where applicable), how is the information to be communicated to the Workers' Compensation Commission?
- A contact will be established at the WCC and the TPA will provide the information necessary to the WCC in a form of communication requested by WCC.
7. SOW, number 5 includes the following, "Make payments to affected persons in the amount and for the duration determined by the administrator".
- Which benefits are paid in a lump sum or over a period of time? If over a period of time, what are the intervals? How are the intervals determined?
 - Payments should be made following TPAs determination of eligibility for funds and be made on a first come first served basis until the fund is depleted.
 - If disbursements are made over time, is the applicant required to recertify their eligibility? What is required for recertification? In what interval is recertification required?
 - Disbursements will not be made over time.
8. Are payments disbursed from an established account?
- Payments will be dispersed via the Connecticut Essential Workers COVID-19 Assistance Fund, which operates as a separate, nonlapsing account within the state's General Fund. The Comptroller's Office and the vendor will establish procedures to pay the vendor for disbursements under this program.
9. How are payments made? (i.e. check, ACH, or other method?)
- Payments to be made by the TPA by check

10. Page 9, *Computer Systems* states the following: Description of the on-site computer system Contractor will be using. Please clarify “on-site”. Are cloud-based systems acceptable?
- Cloud based systems are acceptable but will still need description of said system. The TPA should explain where the information will reside (inhouse/on premises or cloud /3rd party hosted) and what processes and procedures do they use to protect the data. Where will the data reside geographically, etc? In addition, the TPA is required to provide OSC with reporting/analytics, therefore, the system capabilities should be described as well.

11. Pages 14-15, Evaluation Criteria: How are the evaluation criteria weighted? Weights of evaluation criteria are not provided to bidders. OSC expects bidders to be responsive to all evaluation criteria listed.

12. What, if any, weighting does the State intend to apply to the evaluation criteria listed?
- Weights of evaluation criteria are not provided to bidders. OSC expects bidders to be responsive to all evaluation criteria listed in the RFP.

13. How are evaluations scored?
- Evaluations are scored by an RFP review committee based upon the evaluation criteria provided in the RFP. At the discretion of the committee oral presentations may be requested from all bidders or only those selected as finalists based upon the first round of scoring. Following the oral presentation, should one be requested by the RFP committee, each member of the committee scores the bidders again (either all or the subset selected for the oral presentation). The top three scoring bidders will be recommended to the Comptroller who may elect a contractor from the list provided. (please note the Comptroller has historically always selected the top scoring candidate but is not required to do so).

14. What percent of overall scoring is cost vs technical?
- OSC does not share evaluation criteria weighting

15. Is the TPA expected to provide the public-facing application portal for this program?
- The TPA should specify and include samples of a State-specific web site relative to Program. The TPA may choose to use a public-facing portal for applications, which should be included in the Recommended Work Plan.

16. Page 9, *Computer Systems*: Can the state clarify the information it is seeking? Is this specific to the software the vendor would use for a particular program purpose, such as processing applications?
- OSC will need a description of the computer system TPA will be using to administer the Program. This should include all levels of administration from marketing, submission, evaluation, decision, appeal and reporting. The TPA should explain where the information will reside (inhouse/on premises or cloud /3rd party hosted) and what processes and procedures do they use to protect the data. Where will the data reside

geographically, etc? In addition, the TPA is required to provide OSC with reporting/analytics, therefore, the system capabilities should be described as well.

17. Page 10, Fee Structure: Can the state clarify what “programs” are being referred to in the phrase “regardless of the number of programs in which the participant is enrolled? How many months per participant would vendors be permitted to bill for?
 - The Programs referred to in the above phrase are programs listed in the eligibility requirements to be considered by the TPA. OSC is asking that the TPA submit a fee structure where the TPA bills OSC one flat fee per participant regardless of the number of programs in which the participant is enrolled in.