

**STATE OF LOUISIANA  
OFFICE OF THE GOVERNOR  
DIVISION OF ADMINISTRATION**

**OFFICE GROUP BENEFITS**

**REQUEST FOR PROPOSALS**

**FOR**

**CONSULTING SERVICES**

**IN CONNECTION WITH**

**IMPLEMENTATION OF  
HIPAA SECURITY STANDARDS**

**ISSUED: April 8, 2004**

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## SECTION I

### BACKGROUND AND SCOPE

#### A. Introduction

The State of Louisiana, through the Office of Group Benefits (OGB) requests proposals from any qualified firm/organization (Proposer) to provide consulting services in connection with the implementation of the final Security Standards promulgated pursuant to the Administrative Simplification provisions of the Health Insurance Portability Accountability Act of 1996 (HIPAA).

#### B. Background

The Office of Group Benefits (OGB) is an agency of the State of Louisiana within the Office of the Governor, Division of Administration. OGB is authorized by statute to provide health and accident benefits and life insurance to State employees, retirees and their dependents. Plan participant eligibility includes employees of State agencies, institutions of higher education, local school boards that elect to participate in the Program and certain political subdivisions. Eligibility does not include local government entities or municipalities.

OGB provides self-insured health and accident benefit plans for approximately 97,000 employees/retirees (covered contracts) and 183,000 covered lives. The self-insured benefit plans available to plan participants, effective July 1, 2003 are: Preferred Provider Option (PPO), self-administered by OGB; Exclusive Provider Option (EPO) HMO-like benefit design with out-of-network benefits, administered by United HealthCare in the greater Baton Rouge area and self-administered by OGB in all other areas; and the Managed Care Option (MCO), HMO-like benefit design, no out-of-network benefits, administered by FARA Benefits Services, Inc.

OGB also contracts with HMOs through a competitive negotiation process to offer HMO services to plan participants as an enrollment option. The HMOs currently under contract with the Program are Vantage Health Plan and Ochsner Health Plan. Approximately 29,000 (covered contracts) and 61,000 covered lives are involved and are insured on a capitated basis with the referenced HMOs. In addition, the Louisiana State University System currently offers its employees a consumer-driven health care pilot program with an additional defined contribution plan option through Definity Health.

Mental health and substance abuse benefits are provided under an insured, managed care program administered by behavioral health firm. A pharmacy benefits management firm administers prescription benefits. A utilization management firm provides hospital pre-admission certification, concurrent stay review, and case management services. A contract has recently been awarded and will soon be implemented for disease management services.

Plan participants also have access to discounted dental and vision services for which no benefits are otherwise payable by OGB. Optional dental insurance is available on an employee-pay-all basis.

OGB also administers an IRS qualified cafeteria plan offering optional benefits such as dental, eye care, cancer and catastrophic illness coverage, long term disability, and health care and child care flexible spending accounts.

OGB's main office is located in Baton Rouge. Satellite offices are located New Orleans (Metairie), Lafayette, Lake Charles, Alexandria, Shreveport, and Monroe.

CGI Management Consultants, Inc. performed a HIPAA Administrative Simplification assessment/gap analysis of OGB's business and technology processes in the first quarter of 2002. Copies of those reports will be made available to the successful proposer.

OGB has also contracted with SunGard Recovery Services to provide disaster recovery and business continuity planning and processes.

### **C. OGB Information Technology**

IBM RS/6000 –S80 Main Server with 8 GB of memory and 500 GB of RAID Storage (12 way multiprocessor, (2) 9.1 GB RAID drives = 18 GB). This server houses the agency's claims payment and eligibility system. The server uses the IBM AIX Operating system. Teleprocessing emulation into the server is performed using a Telnet session with the TCP/IP protocol emulating SCO/ANSI. DBC is the programming language used for Impact. MCSI Impact software provides the eligibility, billing, customer service, provider services, and claims payment features for the agency. Auto Audit software by Ingentix provides an automated method for checking for duplicate or impractical procedures performed by providers.

IBM RS/6000-P7026 server (4 GB RAM, 18 GB disk drives, 4 Processors) This server is used to house the agency's test environment.

IBM RS/6000-H80 server (4 GB memory, 8 processors, 32 19.2 GB SSA Drive.). This server houses the Medstat application. The server uses the IBM AIX Operating system. This server runs Oracle 8.6.1

IBM TSM RS/6000 Model P7026 – (2 GB memory, 8 processors, 1 18.2 GB drive.) The server uses the IBM AIX Operating system. This system is used to back up all servers. This runs Tivoli software

IBM RS/6000 Model P7015 – (2 GB memory, 4 processors, 1 18.2 GB drive.) The server uses the IBM AIX Operating system. This server is used for application and Vendor developing using the DBC programming language.

IBM-LTO -TSM Tape Library Model 3584. Used to backup data.

IBM-ESS-SAN/SHARK (9 Terabytes storage). Large data storage area used for multiple servers and platforms.

Power Plus software by P&W is used to administer the cafeteria plan. Mass200 software by State of the Art is the agency's basic accounting package. Both are run on Windows servers

**NT Servers** - All servers utilize Windows NT4.0 or Windows 2000

5 Compaq 6400R's, 1.5 terabyte total storage. Raid 5, 2 GB memory in each, 3@4 - 550 MHz Processors in each, 2@4 - 500 MHz Processors in each Application servers

Compaq Proliant 1850R, 500MB Memory 2ea. CPU PIII 550MHz, 25 GB disk space raid 5. This serves as the agencies FTPserver

Compaq ML370, 1GB Memory 2CPU PIII 800MHz, 34 GB disk space. Mirrored drives. Application server.

Dell 2550, 250MB Memory 2CPU PIII 933MHz, 16GB disk space. Mirrored drives. Net effects application server.

Compaq ML570, 500MB Memory, 2CPU PIII XEON 700MHz, 280 GB disk space raid 5. Application server

Compaq Proliant 1850R, 600MB Memory, 2CPU PIII Xeon 600MHz, 25 GB disk space raid 5. SMTP Relay Server.

Dell 2550, 2 GB Memory, 2 CPU PIII, 1133MHz, 34GB Total Raid 5. FileNet Webserver

Dell 2550, 4 GB Memory, 2 CPU PIII 1266MHz, 34GB Total Raid 5

Dell 2550, 4 GB Memory, 2 CPU PIII 1266MHz, 34GB Total Raid 5

Dell 2550, 1GB Memory, 2 CPU PIII 1GHz, 34GB Total Raid 5, Rightfax server

Dell 2550, 500MB Memory, 2 CPU PIII 1GHz, 34GB Total Raid 5, Rightfax server

Dell 2500, 1GB Memory, 2 CPU PIII 1.266MHz, 34GB Total Raid 1, Rightfax server

Dell 2500, 1GB Memory, 2 CPU PIII 1.266MHz, 34GB Total Raid 1, Rightfax server

Dell 2550, 250MB Memory, 2 CPU PIII 1.333MHz, 101GB Total Raid 5, Exchange 2000 server

Dell 6450, 3.86GB Memory, 4 CPU PIII Xeon 900MHz, 34GB Total Raid 1, FileNet image server

Dell 2550, 4GB Memory, 2 CPU PIII 1.266GHz, 34GB Total Raid 5,

Dell 2550, 4GB Memory, 2 CPU PIII 1.266GHz, 34GB Total Raid 5,

Dell 2550, 4GB Memory, 2 CPU PIII 1.266GHz, 34GB Total Raid 5,

Dell 2500, 1GB Memory, 2 CPU PIII 1.266GHz, 34GB Total Raid 1, Sebois Internal Website

Dell 6650, 4GB Memory, 8 CPU Xeon 2.0 GHz, 70GB

Dell GX260, 1GB Memory, P4 2.00 GHz, 80GB

Dell GX260, 1GB Memory, P4 2.00 GHz, 80GB

Dell GX260, 1GB Memory, P4 2.00 GHz, 80GB

Dell 6650, 8GB Memory, 8 CPU Xeon 2.0 GHz, 68GB

Dell 6650, 7.6GB Memory, 8 CPU Xeon 2.0 GHz, 68GB

Dell GX260, 1GB Memory, P4 2.00 GHz, 80GB

Dell GX240, 1GB Memory, P4 1.5 GHz, 80GB

Dell GX240, 1GB Memory, P4 1.5 GHz, 80GB

Dell GX260, 1GB Memory, P4 2.00 GHz, 80GB

Dell GX260, 1GB Memory, P4 2.00 GHz, 80GB

Dell GX260, 1GB Memory, P4 2.00 GHz, 80GB

Dell GX260, 1GB Memory, P4 2.00 GHz, 80GB

Dell GX260, 1GB Memory, P4 2.00 GHz, 80GB

Dell GX260, 1GB Memory, P4 2.00 GHz, 80GB

Dell GX260, 1GB Memory, P4 2.00 GHz, 80GB

Dell GX260, 1GB Memory, P4 2.00 GHz, 80GB

Dell GX260, 1GB Memory, P4 2.00 GHz, 80GB

Dell GX1, 192MB Memory, PIII 500 MHz, 6GB

Dell GX1, 192MB Memory, PIII 500 MHz, 6GB

Dell GX1, 192MB Memory, PIII 500 MHz, 6GB

Dell GX1, 288MB Memory, PIII 500 MHz, 6GB

Dell GX260, 1GB Memory, P4 2.00 GHz, 80GB

Approx. 500 Dell desktops. These desktops are attached to an Ethernet Network using a Cisco 3524 switches. These connect to 2 core Cisco 4000 switches for Ethernet connectivity. OGB is in the process of an infrastructure conversion. The LAN branches to a WAN that includes the six remote offices Frame relay to each site. The remote sites each operate an Ethernet LAN. In addition, the LAN is attached to LaNet, the state's multi-protocol WAN by a partial DS3 line using the IP protocol only. LaNet is used to access the ISIS system.

#### **D. Scope of Services and Deliverables**

The services and deliverables to be provided pursuant to any contract awarded as a result of this RFP include the following:

##### **1. Security Gap Analysis**

- a. Conduct a thorough review and assessment of OGB's current security practices analyzing existing policies, procedures, and technologies in order to identify areas in need of remediation and determine priorities of remediation and implementation. This review will include hierarchal policies developed by the State of Louisiana, Division of Administration, and its Office of Information Technology, as well as OGB's general policies and procedures and its privacy polices and procedures, interviews with key OGB staff, and examination of current physical access protections at OGB's primary office in Baton Rouge as well as its field offices in Metairie, Lafayette, Lake Charles, Alexandria, Shreveport, and Monroe.
- b. Provide a detailed report of deficiencies and vulnerabilities as they relate to both general industry and the HIPAA Security standards, including:
  - Current state of security policies and procedures;
  - Current state of IT technical security deployment;
  - Current audit procedures;
  - Current physical access protections.
- c. Provide a milestone based work plan with timeline to implement solutions and recommendations.

##### **2. Risk Analysis and Assessment**

Provide a detailed “blueprint” as well as hands-on assistance to guide OGB through the Risk Analysis and Assessment process required by the final Security Rule.

3. Provide recommendations regarding technologies, processes to address each of the implementation standards in the final Security Rule.
4. Revise existing OGB policies and procedures and develop all additional policies and procedures necessary to produce a complete set of policies and procedures that are consistent with HIPAA Security Standards. Address any change management issues related to the policies and procedures produced in this project.
5. Develop a program for training the OGB workforce on the policies and procedures produced in this project and provide a “train-the-trainers” course of instruction for OGB’s training staff, OGB’s HIPAA Compliance Unit, and OGB’s HIPAA Security workgroup (approximately 25 individuals total).
6. Develop Business Associate contractual provisions and recommend processes for inclusion of such provisions in OGB contracts in compliance with the applicable provisions of the final Security Rule.

#### **E. Standard Contract**

Any contract resulting from this RFP will include the terms and conditions set forth in Attachment 1. Suggested or requested modifications of the contract terms should be detailed in the Proposal, subject to negotiation upon award of a contract. The impact of such modifications will be considered in the review and evaluation of the proposals. The provisions of this RFP and the successful proposal will be incorporated by reference into the contract. Any additional provisions required by federal or state law or regulations in effect at the time of execution of the contract will be included.



## SECTION II

### RESPONSES TO THE RFP

#### A. Technical Proposal Format

Proposers should respond thoroughly, clearly and concisely to all of the points and questions set forth in the RFP. Answers should specifically address current capabilities separately from anticipated capabilities.

1. Submit one (1) original and (5) copies of a completed proposal placing each in a three-ring binder.
2. Use tabs to divide each section and each attachment. The tabs should extend beyond the right margin of the paper so that they can be read from the side and are not buried within the document.
3. Order of presentation (technical proposal):

**NOTE: Do not include any information relative to costs in the technical proposal.**

Cover letter (Optional)

Tab 1. Contracting Parties

Tab 2. Qualifications and Experience of Proposer

Tab 3. Qualifications and Experience of Assigned Staff

Tab 4. Administrative Management and Coordination Strategy

Tab 5. Signature Page

4. Answer questions **directly**. Where you do not want to provide an answer, indicate not applicable or no response.

Do not answer a question by referring to the answer of a previous question. Restate or recopy the answer under the new question. If however, the question asks you to provide a copy of something, you may indicate where the copy can be found by reference to an attachment or exhibit to the proposal.

You are to state the question, then answer the question. Do not number answers without providing the question.

#### B. Cost Proposal

Submit one (1) original and five (5) numbered copies of the completed Cost Proposal Form included in this RFP in a separate, **sealed** envelope clearly marked, "Cost Proposal – OGB HIPAA Security Implementation" on the outside of such envelope.

**C. Ownership, Public Release and Costs of Proposals.**

1. All proposals submitted in response to this RFP become the property of the OGB and will not be returned to the Proposers.
2. After award of the Contract, all proposals will be considered public record and will be available for public inspection during regular working hours.
3. Costs of preparation, development and submission of the response to this RFP are entirely the responsibility of the proposer and will not be reimbursed in any manner.

**SECTION III**  
**SCHEDULE OF EVENTS**

**A. Time Line**

Public notice by advertising in the official journal of the state	April 8, 2004
RFP distributed or made available to prospective proposers Posted on OGB Website	April 8, 2004
Deadline for receipt of written questions	April 19, 2004
Mandatory Proposer's Conference	April 27, 2004
Issue answers to written questions	April 27, 2004
Proposals due	May 12, 2004
Follow-up discussions/Interviews	May 25-26, 2004
Probable selection and notification of award	May 31, 2004
Probable Contract initiation	July 1, 2004

**NOTE:** OGB reserves the right to deviate from this schedule.

**B. Written Questions on the RFP**

Written question regarding the RFP should be received in the office of the Chief Executive Officer of OGB not later than 4:30 p.m. (CDT) on the date indicated in the schedule of events. Written questions should be directed to:

A. Kip Wall  
Chief Executive Officer  
Louisiana Office of Group Benefits  
Mailing Address:  
Post Office Box 44036  
Baton Rouge, Louisiana 70804  
Delivery Address:  
5825 Florida Blvd., 2<sup>nd</sup> Floor  
Baton Rouge, LA 70806  
Fax Number:  
(225) 248-4311

### C. Mandatory Proposers Conference

A mandatory proposers conference will be held in the boardroom of the Office of Group Benefits at 5825 Florida Boulevard, Second Floor, in Baton Rouge, Louisiana, beginning at 10:00 a.m. (CDT) on the date indicated in the schedule of events.

OGB staff will be available to discuss the RFP, to provide responses to the written questions submitted in advance, and to respond to follow-up questions for further clarification. The Proposers Conference is an integral part of the RFP process. A representative of your organization must attend. **Proposals submitted by any organization that does not have a representative attend the Proposers Conference will not be considered for award.** Attendance by a subcontractor is permitted but will not be an acceptable substitute for a representative of the primary proposing organization.

### D. Proposal Due Date

The original proposal must be signed by an authorized representative of your organization. Please send one (1) original and five (5) copies, which must be received not later than 4:30 p.m. (CDT) on the date indicated in the schedule of events. Submit proposals to:

A. Kip Wall  
Chief Executive Officer  
Louisiana Office of Group Benefits

Mailing Address:

Post Office Box 44036  
Baton Rouge, Louisiana 70804

Delivery Address:

5825 Florida Blvd., 2<sup>nd</sup> Floor  
Baton Rouge, LA 70806

**SECTION IV**  
**PROPOSAL EVALUATION**

**A. Proposal Evaluation**

Proposals will be reviewed and evaluated by a Selection Committee. Each proposal will be reviewed to insure that all requirements and criteria set forth in the RFP have been met. Failure to meet all the requirements will result in rejection of the proposal.

After initial review and evaluation, the Selection Committee may invite those firms whose proposals are deemed reasonably susceptible of being selected for award for interviews and discussions at OGB's offices in Baton Rouge, Louisiana, or the Committee may make site visits to the firm's offices and conduct interviews and discussions on site. The interviews and/or site visits will allow the Committee to substantiate and clarify representations contained in the written proposals, evaluate the capabilities of each firm and discuss each firm's understanding of OGB's needs. The results of the interviews and/or site visits, if held, will be incorporated into the final scoring for each firm selected as a finalist.

Following interviews and discussions, if held, scoring will be finalized in accordance with the evaluation criteria below. The proposal receiving the highest total score will be recommended for contract award.

**B. Evaluation Criteria**

After determining that a proposal satisfies all requirements stated in the Request for Proposals, an assessment of the relative benefits and deficiencies of each proposal, including information obtained during the interviews and discussions and/or site visits, if held, shall be made using the following criteria:

1. Qualifications and Experience of the Consulting Firm	200 points
2. Qualifications and Experience of Assigned Staff	200 points
3. Administrative Management and Coordination Strategy	200 points
4. Cost of Services	<u>400</u> points
Maximum Points	1,000

**C. Cost Evaluation**

The Proposer that provides the **lowest contract amount** will be awarded the full points for cost of services.

**NOTE: All compensation, costs, and expenses related to providing the services and deliverables requested in this RFP must be included in the proposed total amount.**

Evaluation of Cost:

The total contract charge must be quoted on Cost Proposal Form (Attachment IV) of this RFP.

The maximum of 400 points shall be given to the proposal with the lowest total cost.

Points for the other proposals will be awarded using the following formula:

$$\frac{(X)}{N} \times 400 = Z$$

Where:

X = lowest computed cost for any proposal

N = actual computed cost awarded to the proposal

Z = awarded points

**TAB 1**

**CONTRACTING PARTIES**

A. PRIMARY PROPOSER

Name of Organization \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Principals: \_\_\_\_\_

\_\_\_\_\_

Date Founded \_\_\_\_\_

B. PARENT COMPANY

Name of Organization \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Principals: \_\_\_\_\_

\_\_\_\_\_

Date Founded \_\_\_\_\_

C. SUBSIDIARIES/AFFILIATES TO PERFORM SIGNIFICANT SERVICES

(Provide the requested information for each such subsidiary or affiliate.)

Name of Organization \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Principals: \_\_\_\_\_

\_\_\_\_\_

Date Founded \_\_\_\_\_

D. RFP COORDINATOR/CONTACT

Name \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

City/State \_\_\_\_\_

Direct Dial  
Telephone Number \_\_\_\_\_

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

E-mail Address \_\_\_\_\_



## TAB 2

### QUALIFICATIONS AND EXPERIENCE OF PROPOSER

1. Provide a **brief** summary of the qualifications and experience of your organization and state why it is best qualified to provide the services requested in this RFP.
2. Identify and describe your organization's leadership in interpreting HIPAA's impact on health care organizations via published articles, conference presentations, and its roles in committees and workgroups.
3. Define the resources within (a) your own organization and (b) your parent corporation that will provide expertise in providing the services requested in this RFP.
4. Provide documentation of your organization's financial condition by audited financial statements for the two most recent complete fiscal years or by prospectus.
5. With reference to the scope of services and deliverables set forth in Section I(D) of this RFP, please identify the three (3) largest health plans (total covered lives) for which your organization has provided the same or similar services. For each such health plan, provide the name, title, address, telephone number, fax number, and e-mail address of the contract administrator, the effective dates of the contract, and the total covered lives in the health plan. Inasmuch as OGB self-administers its health plans for the vast majority of its participants, your responses should clearly indicate any similarly situated clients.
6. With reference to the scope of services and deliverables set forth in Section I(D) of this RFP, please identify three (3) entities other than health plans for which your organization has provided the same or similar services. For each entity, provide the name, title, address, telephone number, fax number, and e-mail address of the contract administrator, the effective dates of the contract, and an indication of the relative size of the entity .
7. List the clients for whom you previously provided HIPAA consulting services that have terminated your services within the previous two (2) years. For each such client please describe the nature and scope of the services that you provided, state the reason for termination, and provide the name, title, address, telephone number, fax number, and e-mail address of the contract administrator.

### **TAB 3**

#### **QUALIFICATIONS AND EXPERIENCE OF ASSIGNED STAFF**

1. Identify all persons who will be assigned any responsibility for providing the services requested in this RFP, defining the role and providing credentials of each. Your response should clearly differentiate between those individuals who will perform the “hands-on” tasks and directly interface with OGB personnel in the course of the project, and those who will be “behind-the-scene” in a supervisory and/or advisory capacity. Again your attention is directed to the scope of services and deliverables set forth in Section I(D) of this RFP.

Include in each résumé the individual’s training and experience in providing the same or similar services, identifying clients for which such services have been performed.

2. What are your organization’s requirements for continuing professional development of the staff who will provide services under the contract? Confirm that these requirements have been met during the past five (5) years.

## **TAB 4**

### **ADMINISTRATIVE MANAGEMENT AND COORDINATION STRATEGY**

1. Service approach: For each of the services/deliverables set forth in Section I(D) of this RFP, detail the manner and form in which services will be provided. Identify the organizational structure, chain of command, and staff of the unit or group that will provide services, and indicate a proposed time line, projected hours, task list, and allocation of OGB resources required to complete the project.
2. Do you anticipate subcontracting any component of the services requested in this RFP? If yes, please describe the services that will be subcontracted and how your firm will assure the continuing availability and control the quality of the services.
3. Describe your peer review (quality assurance) program.
4. Detail all suggested or requested modifications to the terms and conditions set forth Attachment 1 to the RFP by providing a "redline" edited version.

**TAB 5**

**SIGNATURE PAGE**

**STATE OF LOUISIANA**

**Office of Group Benefits**

**HIPAA Security Compliance Consulting Services**

This proposal, together with all attachments and the fee proposal form, is submitted on behalf of:

Proposer: \_\_\_\_\_

I hereby certify that:

1. This proposal complies with all requirements of the RFP. In the event of any ambiguity or lack of clarity, the response is intended to be in compliance.
2. This proposal was not prepared or developed using assistance or information illegally or unethically obtained.
3. I am solely responsible for this proposal meeting the requirements of the RFP.
4. I am solely responsible for its compliance with all applicable laws and regulations to the preparation, submission and contents of this proposal.
5. All information contained in this proposal is true and accurate.

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

\_\_\_\_\_  
Authorized Representative

\_\_\_\_\_  
Title

## COST PROPOSAL FORM

\_\_\_\_\_ proposes to provide HIPAA Security Implementation Services for the State of Louisiana, Office of Group Benefits, in accordance with the requirements, terms, and conditions of the Request for Proposals issued on April 8, 2004.

Proposed Total Contract Amount \$

NOTE: All compensation, costs, and expenses related to providing the services and deliverables requested in this RFP must be included in the proposed total amount.

**Attach to this Cost Proposal Form a detailed breakdown of all fees and expenses related to providing the services and deliverables requested in the RFP and included in the proposed total amount.**

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

\_\_\_\_\_  
Authorized Representative

\_\_\_\_\_  
Title

The original and five (5) copies of the Cost Proposal Form, together with the detailed breakdown of the cost proposal, are to be submitted in a separate, sealed envelope marked "Cost Proposals – OGB HIPAA Security Implementation" on the outside of such envelope.

<b>Do not include the Cost Proposal Form or any information relative to costs in the three ring binder with your technical proposal.</b>
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## **ATTACHMENTS TO THE RFP**

1. Standard Contract