

LOUISIANA



**DEPARTMENT OF
HEALTH
AND HOSPITALS**

**BUREAU OF FAMILY HEALTH - PARTNERS FOR HEALTHY BABIES
HEALTH COMMUNICATION AND MEDIA CAMPAIGN**

**BUREAU OF FAMILY HEALTH
OFFICE OF PUBLIC HEALTH
DEPARTMENT OF HEALTH AND HOSPITALS**

**RFP # 305PUR-DHHRFP-PHBMEDIA-2015-OPH
Proposal Due Date/Time: June 25,2015 4:00PM**

Release Date: May22,2015

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Glossary

BFH: Bureau of Family Health

BMAC: Bureau of Media and Communications

Contractor: The successful proposer who is awarded a contract

Department or DHH: Department of Health and Hospitals

IMR: Infant Mortality Rate

LaPRAMS: Louisiana Pregnancy Risk Assessment Monitoring System

LBW: Low Birth Weight

MCH: Maternal and Child Health

Must: Denotes a mandatory requirement

OPH: Office of Public Health

Original: Denotes must be signed in ink

PHB: Partners for Healthy Babies

PTB: Pre-Term Birth

Proposer: An Individual or organization submitting a proposal in response to an RFP

Redacted Proposal: The removal of confidential and/or proprietary information from one copy of the proposal for public records purposes.

Shall: Denotes a mandatory requirement

Should, May, Can: Denotes a preference, but not a mandatory requirement

SIDS: Sudden Infant Death Syndrome

SUID: Sudden Unexplained Infant Death

WIC: USDA Special Supplemental Nutrition Program for Women, Infants, and Children/Louisiana WIC Program

Will: Denotes a mandatory requirement

GENERAL INFORMATION

A. Background

1. The mission of the Department of Health and Hospitals (DHH) is to protect and promote health and to ensure access to medical, preventive, and rehabilitative services for all citizens of the State of Louisiana. The Department of Health and Hospitals is dedicated to fulfilling its mission through direct provision of quality services, the development and stimulation of services of others, and the utilization of available resources in the most effective manner.
2. DHH is comprised of the Medical Vendor Administration (Medicaid), the Office for Citizens with Developmental Disabilities, the Office of Behavioral Health, the Office of Aging and Adult Services, and the Office of Public Health. Under the general supervision of the Secretary, these principal offices perform the primary functions and duties assigned to DHH.
3. DHH, in addition to encompassing the program offices, has an administrative office known as the Office of the Secretary, a financial office known as the Office of Management and Finance, and various bureaus and boards. The Office of the Secretary is responsible for establishing policy and administering operations, programs, and affairs. The Office of the Secretary's Bureau of Media and Communications (BMAC) is responsible for establishing the overall messaging, marketing and outreach direction, and for overseeing the production of all related materials for public-facing campaigns
4. Louisiana's Bureau of Family Health (BFH) is housed within the Office of Public Health's (OPH) Center for Community and Preventive Health Services, and is the State agency responsible for administering the Federal Title V Maternal and Child Health Block Grant. The vision of the Bureau of Family Health is to improve health and opportunities of Louisiana's women, infants, children, and families through approaches that are preventive, evidence-based, and evaluated. The mission of the Bureau of Family Health is to provide and assist pregnant women, infants, and children, particularly those with low income or limited availability of health services, to gain access to maternal and child health services and to reduce maternal, infant, and child mortality and morbidity.

The BFH works to assure that pregnant women, women of childbearing age, infants, children, and youth in Louisiana have access to high quality primary and preventive health care services. The BFH, in partnership with the Special Supplemental Nutrition Program for Women, Infants and Children (Louisiana WIC Program) managed by OPH Nutrition Services, administers the Partners for Healthy Babies (PHB) project. Partners for Healthy Babies is the public face of the BFH. PHB works to promote healthy prenatal and preconception behaviors via health communication and social marketing strategies. Women and their families around the state are linked to information and resources in their communities via the federally mandated toll-free PHB helpline and website.

B. Purpose

1. The purpose of this RFP is to solicit proposals from qualified proposers to provide social marketing and multimedia outreach and communications for the Bureau of Family Health (BFH) Partners for Healthy Babies, and Louisiana WIC.

The successful proposer will design and administer a statewide social marketing and multimedia outreach campaign for the PHB helpline and its companion websites that are intended to reach low-income Louisianans and other appropriate stakeholders, such as providers. The marketing and health communication strategies will ensure that individuals

have access to resources and information, and will promote the health of pregnant women, children and individuals of childbearing age. Marketing efforts will effectively promote programs and services of the BFH and Louisiana WIC. The Successful proposer will provide rebranding services for the Louisiana WIC program. The "Partners for Healthy Babies" branding and theme that have been in existence since 1993 shall be maintained for continuity.

2. A contract is necessary to conduct statewide social marketing and multimedia outreach services in Louisiana to promote the work of the BFH and Louisiana WIC and to promote the health of Louisiana's women of childbearing age in order to ultimately impact maternal and infant mortality and morbidity.

C. Invitation to Propose

DHH Office of Public Health, Bureau of Family Health is inviting qualified proposers to submit proposals for services to provide social marketing and multimedia outreach services to inform the target audiences about the need for preconception health, prenatal care, and health behaviors before, during, and after pregnancy; and to promote and support the statewide PHB helpline, related websites, and programs of the BFH and Louisiana WIC in accordance with the specifications and conditions set forth herein.

D. RFP Addenda

In the event it becomes necessary to revise any portion of the RFP for any reason, the Department shall post addenda, supplements, and/or amendments to all potential proposers known to have received the RFP. Additionally, all such supplements shall be posted at the following web address:

<http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>

May also be posted at:

<http://new.dhh.louisiana.gov/index.cfm/newsroom/category/47>

It is the responsibility of the proposer to check the DOA website for addenda to the RFP, if any.

I. ADMINISTRATIVE INFORMATION

A. RFP Coordinator

1. Requests for copies of the RFP and written questions or inquiries must be directed to the RFP coordinator listed below:

Tracy Hubbard

Department of Health and Hospitals

Bureau of Family Health

1440 Poydras St, 20th Floor

New Orleans, LA 70112

Email: Tracy.Hubbard@la.gov

Fax: (504)568-3503

2. All communications relating to this RFP must be directed to the DHH RFP Coordinator person named above. All communications between Proposers and other DHH staff members concerning this RFP shall be strictly prohibited. Failure to comply with these requirements shall result in proposal disqualification.
3. This RFP is available in pdf at the following web links:
<http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>
<http://new.dhh.louisiana.gov/index.cfm/newsroom/category/47>

B. Proposer Inquiries

1. The Department will consider written inquiries regarding the requirements of the RFP or Scope of Services to be provided before the date specified in the Schedule of Events. To be considered, written inquiries and requests for clarification of the content of this RFP must be received at the above address or via email address by the date specified in the Schedule of Events. Any and all questions directed to the RFP coordinator will be deemed to require an official response and a copy of all questions and answers will be posted by the date specified in the Schedule of Events to the following web link:
<http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>
May also be posted at:
<http://new.dhh.louisiana.gov/index.cfm/newsroom/category/47>
2. Action taken as a result of verbal discussion shall not be binding on the Department. Only written communication and clarification from the RFP Coordinator shall be considered binding.

C. Pre-Proposal Conference

Not required for this RFP

D. Schedule of Events

DHH reserves the right to deviate from this Schedule of Events

| Schedule of Events | |
|--|---|
| Public Notice of RFP | May 22, 2015 |
| Deadline for Receipt of Written Questions | June 1, 2015 4:00pm CT |
| Response to Written Questions | June 8, 2015 |
| Deadline for Receipt of Written Proposals | June 25, 2015 |
| On Site Presentations/Demonstrations The top three scoring proposers may be invited to provide On Site presentations or demonstrations of services and/or products. | Tentative: July 29, 2015 Time: 10:00-2:00 Location: New Orleans, Benson Towers |
| Contract Award Announced | August 28, 2015 |
| Contract Begins | Jan 1, 2016 |

II. SCOPE OF WORK

A. Project Overview

Louisiana has one of the highest infant mortality rates in the nation, 8.2 infant deaths per 1000 live births (Louisiana Vital Records, 2011). A leading cause of this high level of infant death is low birth weight (LBW). LBW is defined as weighing less than 5.5 pounds at birth and it is the single greatest health hazard for infants. Associated with LBW are pre-term births (PTB); approximately 12% of all women in Louisiana have a pre-term birth (PTB) (2011). Other factors associated with LBW and poor infant and maternal health include: low socioeconomic status, young maternal age

(women under 20 years of age account for 11.4% of all Louisiana births in 2011), inaccessibility of health care, poor maternal nutrition, incorrect weight gain during pregnancy, poor oral health, smoking (14%, LaPRAMS, 2011), alcohol and drug use (6.8%, LaPRAMS, 2011), and poor preconception health. This information is even more critical in light of the fact that only 44.2% of women surveyed by LaPRAMS (2011) intended to become pregnant.

The successful proposer will implement Life Course Theory, which is a multidisciplinary approach to understanding the mental, physical and social health of individuals, and incorporates life span and life stage concepts. Proposers can visit <http://mchb.hrsa.gov/lifecourse/> for more information about lifecourse.

Topics, issues and specific audiences to be addressed can be introduced in segments. These segments will be identified in the planning process between the proposer and the BFH and Louisiana WIC and include, but are not limited to, early prenatal care, preconception health, nutrition and prenatal weight gain, infant and child health, substance use, perinatal mental health, Medicaid eligibility for pregnant women, breastfeeding, SIDS and safe sleep, issues related to fathers, and educating healthcare and social service providers. Areas to be addressed will be supported by research and be data driven. Existing DHH, BFH, PHB, and Louisiana WIC marketing materials must be incorporated into campaigns.

The contractor selected for this project will effectively administer and manage a comprehensive statewide multimedia and communications effort based on social marketing principles that address issues and risk behaviors that are linked to poor maternal and child health outcomes. Specifically, services and projects of the OPH-BFH and Louisiana WIC will be promoted. The primary target audience is young, low-income women, mothers, and fathers who are at risk of having a poor maternal or child health outcome. Secondary audiences (such as influencers and healthcare providers) will be identified and targeted by the project as well. The contractor shall incorporate and build on multimedia and communications outreach tactics initiated or accomplished previously by the PHB campaign and the BFH and by Louisiana WIC.

The result of this contract will be to contribute to the reduction of low birth-weight and infant mortality in Louisiana through the use of a social marketing and multimedia efforts.

B. Deliverables

1. General Requirements

a. Program Management and Planning

The Contractor must meet with BFH staff at minimum monthly, and as required by activities and components of the project. Travel for these meetings is not reimbursed. Specific deliverables, along with a time line, will be clearly outlined and specified in the contract and in yearly strategic work plans developed in coordination with the BFH and Louisiana WIC. Strategic workplans must be approved by DHH-OPH. An annual report will highlight progress made on deliverables and on project goals and objectives.

The Contractor will:

- i. Prepare a detailed methodology for administering social marketing and communications services statewide, including the setting and monitoring of measurable goals and objectives of the project, with timelines.
- ii. Develop a 3 year strategic plan in coordination with the Bureau of Media and Communications BMAC (Bureau of Media and Communications), BFH and Louisiana WIC (convening BFH and WIC staff and stakeholders) within the first 3 months of the contract.

- iii. Thereafter, develop an annual work plan for all campaign activities, incorporating all deliverables as outlined in the contract, including a timeline, within the first month of a contract period.
- iv. Administer and implement the above strategic and annual plan(s) for the campaign.
- v. Maintain a consumer-oriented perspective by including consumers and community organizations throughout the scope and duration of the project.
- vi. Manage and provide oversight in regard to all aspects of advertising, marketing and public relations as they relate to contractor activities for the BFH, Partners for Healthy Babies, and Louisiana WIC.
- vii. Provide rebranding services for the Louisiana WIC program to include the development of a logo and tagline.
- viii. Maintain and/or create branding and awareness for the Partners for Healthy Babies project and Louisiana WIC with target audience(s).
- ix. Monitor, measure, and evaluate the effectiveness of goals and objectives and project tactics, including project website(s). The means of this measurement must be approved by BFH.

2. Programmatic Requirements

a. Market Research

The Contractor will:

- i. Manage and oversee all market (formative) research and tools to segment the target audience and maintain a consumer-oriented perspective.
- ii. Provide all market research needed to develop campaign strategies. This will include, but not be limited to, the following:
 1. Include consumer orientation and feedback from target audience for all materials developed (including marketing strategies).
 2. Pre-test materials with appropriate target audiences.
 3. Conduct media analysis to recommend media and communication channels that would be most appropriate and cost-effective to reach the target audience.
 4. Conduct research and evaluation activities as needed to inform message design and delivery, and evaluate effectiveness of tactics and strategies.

b. Media/Materials Production

The Contractor will be responsible for the production of TV and radio spots, printed pieces, and other media elements (including interactive media) as indicated by program needs and audience driven research. This includes the coordination of all media services, including production, writing, design, casting, and music, editing, facility charges and the planning and arrangements of buying media contracts for airtime. Also, the trafficking/distribution of creative materials, invoice auditing, post analysis of effectiveness, and the servicing of the account for a statewide television, radio and print, interactive media schedule. Contractor is encouraged to utilize innovative communications that effectively reach target audiences. All materials developed for the project will be approved by DHH before release and become the property of DHH.

The Contractor will:

- i. Review existing BFH, Partners for Healthy Babies (PHB), and Louisiana WIC media materials and incorporate existing materials/tactics into the current campaign efforts.
- ii. Develop creative executions that are realistic, believable, and informative and that connect with the target audience. Examples might include TV spots, radio spots, out-of-home advertising, print, and non-traditional channels.
- iii. Design and develop promotional materials for the rebranded Louisiana WIC program.
- iv. Prepare/translate materials in additional languages as indicated by market research.
- v. Update and reprint materials as required.
- vi. Supply digital camera-ready copies of all print materials.
- vii. Receive approval from DHH Bureau of Media and Communications (BMAC) and OPH-BFH, and Louisiana WIC (when appropriate) staff prior to media/material production.

c. Media Placement/Message Distribution

The Contractor will increase awareness of issues related to maternal and child health, influence positive maternal and child health behaviors, promote the PHB Helpline and website(s), and the Louisiana WIC Program. Contractors are encouraged to utilize innovative communications channels that effectively reach target audiences.

The Contractor will:

- i. Develop comprehensive statewide media campaign materials and strategically negotiate media buys to effectively reach the PHB and Louisiana WIC target audience(s).
- ii. Develop and, with the approval of OPH-BFH, incorporate any non-traditional communications tactics that will be effective at delivering the campaign message.
- iii. Combine television, radio, outdoor advertising, and any other innovative media placement approved by OPH-BFH. The media mix should contain a high ratio of donated/free campaign impressions to paid campaign impressions.
- iv. As required, develop and implement a plan to reach non-English speaking target audiences.
- v. Develop communication tools to promote the PHB campaign, other related BFH and Louisiana WIC program activities within the DHH-OPH through internal newsletters, websites, events, etc.
- vi. Encompass all 7 Designated Market Areas (DMA) i.e. Shreveport, New Orleans, Monroe Lafayette, Lake Charles, Alexandria, Baton Rouge; and all 9 Regional Areas of DHH (as shown in Attachment VI), with concentration on "hot spots" and areas as identified by BFH and Louisiana WIC data.
- vii. Develop and implement a distribution plan for any print and collateral materials.
- viii. Monitor and track campaign tactics, outreach activities, and distribution of message/materials. Conduct media audits and track all media.
- ix. Obtain approval of all media and message distribution plans from OPH-BFH, and Louisiana WIC (when appropriate) prior to implementation.

d. Website Development, Maintenance and Support

The contractor will develop, update, and maintain BFH, PHB, and Louisiana WIC websites to keep them current, accurate, and relevant for consumers and providers.

The Contractor will:

- i. Provide maintenance of the BFH, PHB, and Louisiana WIC websites to keep them relevant, dynamic, current, and accurate for both consumers and providers.
- ii. Assure websites are functioning optimally.
- iii. Develop a Louisiana WIC website and additional new BFH websites as identified by the program and included in the strategic plan.
- iv. Stay abreast of technological advances in order to provide consultation, guidance, and recommendations to BFH and Louisiana WIC.
- v. Make enhancements to the PHB and Louisiana WIC website(s) based on best practices and “use” analysis.
- vi. Develop, update, and maintain a searchable, online resource database housed on the PHB and Louisiana WIC websites containing BFH and Louisiana WIC-related community resources.
- vii. Provide all website hosting, domain, CSS style sheets, JPGs, database information, maintenance information and other various site content to BMAC to ensure that the website may be maintained following the end of the contract.
- viii. Ensure that BMAC may transfer the website to a server of its choosing following the end of the contract.

e. Provider Communications

The contractor will be responsible for developing and implementing a plan to reach healthcare and social service providers and other BFH and Louisiana WIC stakeholders to promote BFH services, projects, PHB campaign material, and Louisiana WIC services and materials.

The Contractor will:

- i. Develop campaign strategies, (in conjunction with and approved by DHH, BFH) to engage providers in BFH, PHB, and Louisiana WIC campaigns.
- ii. Continue to implement the existing e-newsletter strategy to communicate to professionals, internal and external BFH partners and stakeholders about BFH program activities, relevant issues, cutting-edge research and new data.
- iii. Develop and implement a feedback mechanism in the e-newsletter to determine effectiveness and to develop an open line of communication with users.
- iv. Conduct research into additional opportunities for provider engagement and communication and make strategic recommendations to BFH and Louisiana WIC.
- v. Develop and distribute approved materials that are targeted to providers.

f. Social Media Support and Consultation

The contractor will support the BFH’s existing PHB social media outreach strategies and provide ongoing consultation.

The Contractor will:

- i. Provide social media management tools and guidance to assist the BFH in effectively implementing social media strategies.

- ii. Continue to support a social media strategy (currently Facebook and Twitter) to communicate relevant information and resources to the primary target audience. Provide expert consultation in order to maintain the effectiveness of this strategy in reaching the intended audience. Coordinate social media strategies with DHH (BMAC).
- iii. Work within the protocols established by the BFH and DHH, Bureau of Media and Communications (BMAC).

g. Public Relations & Outreach

The Contractor will:

- i. Assist the program with preparation and staging of special events, such as news conferences and other media appearances.
- ii. Provide marketing and public relations counsel, guidance, and outreach. In coordination with DHH-BMAC, the contractor will use available communication channels to keep activities, events, and health education messages in the public eye.
- iii. Collaborate with DHH-BMAC to prepare press releases and news articles for regular and consistent release.
- iv. As requested, provide promotional materials for special events and targeted activities which encourage prenatal care, preconception health, safe motherhood, healthy pregnancies, healthy prenatal behaviors, and healthy babies.
- v. Provide Public Relations support to BFH staff to assure local earned media coverage of infant mortality and surrounding issues, in accordance with DHH-BMAC approvals.

3. Operations Requirements

a. Partnership And Collaborations

The Contractor will:

- i. Coordinate efforts with other OPH-BFH and Louisiana WIC outreach and communications partners.
- ii. Keep PHB-Helpline staff informed of promotional and media activities.
- iii. Work in collaboration with the other OPH-BFH projects and stakeholders such as WIC, Bayou Health, text4baby and other related programs.
- iv. Maintain a consumer-oriented perspective by including consumers and community organizations throughout the duration of the project.

b. Sponsorship Procurement

The Contractor will:

- i. Identify and recruit co-sponsors for possible funding contributions to the campaign.
- ii. Any co-sponsor participation will be contingent upon approval by DHH-OPH-BFH.

4. Staffing Requirements/Qualifications

The Contractor must document experience with the following, including any relevant credentials:

- a. Demonstrated past experience with the target audiences.
- b. Technical and IT capacity for development and management of interactive and web strategies.
- c. At least five years of experience in developing health communications and/or social marketing campaigns.
- d. Credentials and experience in marketing, production, and public relations.

5. Record keeping requirements

The contractor will keep records related to the documentation of market research, media audits, media buys, and all activities and expenses related to providing deliverables for the project. These records will be made available to DHH for inspection or to obtain copies.

6. Reporting Requirements

The contractor will submit monthly activity tracking forms, status reports, and invoices to OPH-BFH describing progress made to date on each deliverable and expenses to date on each deliverable. Documentation of any market research, audits, and evaluation activities performed must be submitted as well. An annual summary report shall be submitted that highlights progress on goals, objectives, and deliverables and provides an evaluation of tactics and impact.

The Contractor will:

- a. Submit monthly documentation (reports) of all deliverables, including the monitoring and tracking of all campaign tactics, distribution of message/materials, and outreach activities.
- b. Provide monthly and year-to-date accounting of all monies expended and committed. The statement shall include charges for work performed within all work categories, charges for services provided by vendors not associated with the contractor, and the value of services provided at no charge. The statement will be due 10 working days after the last day of the month.
- c. Handle all details of reimbursement of media by furnishing billing, accounting, and substantiation for all media.
- d. Submit market and formative research reports, as they are completed, as well as evaluation reports and other documents as indicated by the contract deliverables, within 30 days of completion of activity.
- e. Submit reports of earned media value to BFH program, at minimum annually.
- f. Submit reports of sponsorship secured, and in-kind value, at minimum annually.
- g. Submit an annual summary report of all activities. The report should highlight progress on goals, objectives, and deliverables and provide an evaluation of tactics and impact.

7. Transition Plan

All creative materials (electronic and hard copies) and databases developed for this contract are the property of DHH-OPH-BFH. The contractor shall develop a plan as part of their proposal and implement the plan to transition all physical and intellectual property related to the project to DHH-OPH-BFH at least 30 days prior to the final date of the contract.

The contractor will plan to transition and transfer all property related to the project's ongoing services, including, but not limited to:

- a. All websites – i.e., front and back end access and content, hosting services, etc.
- b. All creative and artwork master files and final versions.
- c. All print and collateral materials, if applicable.

- d. Social media and social media management software– i.e. front- and back-end access and content, management passwords, etc.
- e. All project-related database and files.

C. Liquidated Damages

1. In the event the Contractor fails to meet the performance standards specified within the contract, the liquidated damages defined below may be assessed. If assessed, the liquidated damages will be used to reduce the Department's payments to the Contractor or if the liquidated damages exceed amounts due from the Department, the Contractor will be required to make cash payments for the amount in excess. The Department may also delay the assessment of liquidated damages if it is in the best interest of the Department to do so. The Department may give notice to the Contractor of a failure to meet performance standards but delay the assessment of liquidated damages in order to give the Contractor an opportunity to remedy the deficiency; if the Contractor subsequently fails to remedy the deficiency to the satisfaction of the Department, DHH may reassert the assessment of liquidated damages, even following contract termination.
 - a. Late submission of any required report - \$50 per working day, per report.
 - b. Failure to fill vacant contractually required key staff positions within 90 days - \$500 per working day from 91st day of vacancy until filled with an employee approved by the Department.
 - c. Failure to maintain all client files and perform all file updates according to the requirements in the contract, as evidenced in client files when reviewed during monitoring site visit - \$100 per client.
 - d. Late submission of invoices beginning 10 business days after the stated due date - \$50 per working day per invoice.
2. The decision to impose liquidated damages may include consideration of some or all of the following factors:
 - a. The duration of the violation;
 - b. Whether the violation (or one that is substantially similar) has previously occurred;
 - c. The Contractor's history of compliance;
 - d. The severity of the violation and whether it imposes an immediate threat to the health or safety of the consumers;
 - e. The "good faith" exercised by the Contractor in attempting to stay in compliance.

D. Fraud and Abuse

1. The Contractor shall have internal controls and policies and procedures in place that are designed to prevent, detect, and report known or suspected fraud and abuse activities.
2. Such policies and procedures must be in accordance with state and federal regulations. Contractor shall have adequate staffing and resources to investigate unusual incidents and develop and implement corrective action plans to assist the Contractor in preventing and detecting potential fraud and abuse activities.

E. Technical Requirements

The Contractor will be required to transmit all non-proprietary data which is relevant for analytical purposes to DHH on a regular schedule in XML format. Final determination of relevant data will be made by DHH based on collaboration between both parties. The schedule for

transmission of the data will be established by DHH and dependent on the needs of the Department related to the data being transmitted. XML files for this purpose will be transmitted via SFTP to the Department. Any other data or method of transmission used for this purpose must be approved via written agreement by both parties.

- Proposer must clearly outline the solution's technical approach as it relates to a service oriented architecture. Details should include a description of capability and potential strategy for integration with future DHH wide enterprise components as they are established, specifically making use of an enterprise service bus for managing touch points with other systems, integration with a master data management solution and flexibility to utilize a single identity and access management solution.
- The contractor is responsible for procuring and maintaining hardware and software resources which are sufficient to successfully perform the services detailed in this RFP.
- The contractor should adhere to state and federal regulations and guidelines as well as industry standards and best practices for systems or functions required to support the requirements of this RFP.
- The contractor shall clearly identify any systems or portions of systems outlined in the proposal which are considered to be proprietary in nature.
- Unless explicitly stated to the contrary, the contractor is responsible for all expenses required to obtain access to DHH systems or resources which are relevant to successful completion of the requirements of this RFP. The contractor is also responsible for expenses required for DHH to obtain access to the Contractor's systems or resources which are relevant to the successful completion of the requirements of this RFP. Such expenses are inclusive of hardware, software, network infrastructure and any licensing costs.
- Any confidential information must be encrypted to FIPS 140-2 standards when at rest or in transit.
- Contractor owned resources must be compliant with industry standard physical and procedural safeguards (NIST SP 800-114, NIST SP 800-66, NIST 800-53A, ISO 17788, etc.) for confidential information (HITECH, HIPAA part 164)
- Any contractor use of flash drives or external hard drives for storage of DHH data must first receive written approval from the Department and upon such approval shall adhere to FIPS 140-2 hardware level encryption standards.
- All contractor utilized computers and devices must:
 - Be protected by industry standard virus protection software which is automatically updated on a regular schedule.
 - Have installed all security patches which are relevant to the applicable operating system and any other system software.
 - Have encryption protection enabled at the Operating System level.

F. Subcontracting

1. The State shall have a single prime contractor as the result of any contract negotiation, and that prime contractor shall be responsible for all deliverables specified in the RFP and proposal. This general requirement notwithstanding, proposers may enter into subcontractor arrangements, however, should acknowledge in their proposals total responsibility for the entire contract.
2. If the proposer intends to subcontract for portions of the work, the proposer should identify any subcontractor relationships and include specific designations of the tasks to be performed by the subcontractor. Information required of the proposer under the terms of this RFP shall also be required for each subcontractor. The prime contractor shall be the single point of contact for all subcontract work.

3. Unless provided for in the contract with the State, the prime contractor shall not contract with any other party for any of the services herein contracted without the express prior written approval of the Department.
4. For subcontractor(s), before commencing work, the contractor will provide letters of agreement, contracts or other forms of commitment which demonstrate that all requirements pertaining to the contractor will be satisfied by all subcontractors through the following:
 - a. The subcontractor(s) will provide a written commitment to accept all contract provisions.
 - b. The subcontractor(s) will provide a written commitment to adhere to an established system of accounting and financial controls adequate to permit the effective administration of the contract.

G. Compliance With Civil Rights Laws

1. The contractor agrees to abide by the requirements of the following as applicable: Title VI and Title VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Act of 1975, and contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990.
2. Contractor agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, national origin, veteran status, political affiliation, or disabilities. Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of this contract.

H. Insurance Requirements

Insurance shall be placed with insurers with an A.M. Best's rating of no less than A-: VI. This rating requirement shall be waived for Workers' Compensation coverage only.

1. Contractor's Insurance

The Contractor shall not commence work under this contract until it has obtained all insurance required herein, including but not limited to Automobile Liability Insurance, Workers' Compensation Insurance and General Liability Insurance. Certificates of Insurance, fully executed by officers of the Insurance Company shall be filed with the Department for approval. The Contractor shall not allow any subcontractor to commence work on subcontract until all similar insurance required for the subcontractor has been obtained and approved. If so requested, the Contractor shall also submit copies of insurance policies for inspection and approval of the Department before work is commenced. Said policies shall not be canceled, permitted to expire, or be changed without thirty (30) days' written notice in advance to the Department and consented to by the Department in writing and the policies shall so provide.

2. Workers' Compensation Insurance

Before any work is commenced, the Contractor shall obtain and maintain during the life of the contract, Workers' Compensation Insurance for all of the Contractor's employees employed to provide services under the contract. In case any work is sublet, the Contractor shall require the subcontractor similarly to provide Workers' Compensation Insurance for all the latter's employees, unless such employees are covered by the protection afforded by the Contractor. In case any class of employees engaged in work under the contract at the site of the project is

not protected under the Workers' Compensation Statute, the Contractor shall provide for any such employees, and shall further provide or cause any and all subcontractors to provide Employer's Liability Insurance for the protection of such employees not protected by the Workers' Compensation Statute.

3. Commercial General Liability Insurance

The Contractor shall maintain during the life of the contract such Commercial General Liability Insurance which shall protect Contractor, the Department, and any subcontractor during the performance of work covered by the contract from claims or damages for personal injury, including accidental death, as well as for claims for property damages, which may arise from operations under the contract, whether such operations be by the Contractor or by a subcontractor, or by anyone directly or indirectly employed by either of them, or in such a manner as to impose liability to the Department. Such insurance shall name the Department as additional insured for claims arising from or as the result of the operations of the Contractor or its subcontractors. In the absence of specific regulations, the amount of coverage shall be as follows: Commercial General Liability Insurance, including bodily injury, property damage and contractual liability, with combined single limits of \$1,000,000.

4. Insurance Covering Special Hazards

Special hazards as determined by the Department shall be covered by rider or riders in the Commercial General Liability Insurance Policy or policies herein elsewhere required to be furnished by the Contractor, or by separate policies of insurance in the amounts as defined in any Special Conditions of the contract included therewith.

5. Licensed and Non-Licensed Motor Vehicles

The Contractor shall maintain during the life of the contract, Automobile Liability Insurance in an amount not less than combined single limits of \$1,000,000 per occurrence for bodily injury/property damage. Such insurance shall cover the use of any non-licensed motor vehicles engaged in operations within the terms of the contract on the site of the work to be performed thereunder, unless such coverage is included in insurance elsewhere specified.

6. Subcontractor's Insurance

The Contractor shall require that any and all subcontractors, which are not protected under the Contractor's own insurance policies, take and maintain insurance of the same nature and in the same amounts as required of the Contractor.

I. Resources Available to Contractor

The DHH Office of Public Health/Bureau of Family Health will have an assigned staff member who will be responsible for primary oversight of the contract. This individual will schedule meetings to discuss progress of activities and problems identified.

J. Contract Monitor

All work performed by the contract will be monitored by the contract monitor Communications, Innovation, and Action Team Lead or designee:

Tracy Hubbard
Department of Health and Hospitals
Office of Public Health
Bureau of Family Health
1450 Poydras St., Room 2032

K. Term of Contract

1. The contract shall commence on or near the date approximated in the Schedule of Events. The initial term of this contract shall be three (3) years. With all proper approvals and concurrence with the successful contractor, DHH may also exercise an option to extend for up to twenty-four (24) additional months at the same rates, terms and conditions of the initial contract term. Prior to the extension of the contract beyond the initial 36 month term, approval by the Joint Legislative Committee on the Budget (JLCB) or other approval authorized by law shall be obtained. Such written evidence of JLCB approval shall be submitted, along with the contract amendment to the Division of Administration, Office of State Purchasing (OSP) to extend contract terms beyond the initial 3 year term.
2. No contract/amendment shall be valid, nor shall the state be bound by the contract/amendment, until it has first been executed by the head of the using agency, or his designee, the contractor and has been approved in writing by the director of the Office of State Purchasing. Total contract term, with extensions, shall not exceed five (5) years. The continuation of this contract is contingent upon the appropriation of funds by the legislature to fulfill the requirements of the contract.

L. Payment Terms

1. The contractor shall submit deliverables in accordance with established timelines and shall submit itemized invoices monthly or as defined in the contract terms. Payment of invoices is subject to approval of the BFH Director *or designee*. Continuation of payment is dependent upon available funding.
2. Payments will be made to the Contractor after written acceptance by the Department of Health and Hospitals of the payment task and approval of an invoice. DHH will make every reasonable effort to make payments within **30 calendar days** of the approval of invoice and under a valid contract. Such payment amounts for work performed must be based on at least equivalent services rendered, and to the extent practical, will be keyed to clearly identifiable stages of progress as reflected in written reports submitted with the invoices. Contractor will not be paid more than the maximum amount of the contract.

III. PROPOSALS

A. General Information

This section outlines the provisions which govern determination of compliance of each proposer's response to the RFP. The Department shall determine, at its sole discretion, whether or not the requirements have been reasonably met. Omissions of required information shall be grounds for rejection of the proposal by the Department.

B. Contact After Solicitation Deadline

After the date for receipt of proposals, no proposer-initiated contact relative to the solicitation will be allowed between the proposers and DHH until an award is made.

C. Code of Ethics

1. The contractor acknowledges that Chapter 15 of Title 42 of the Louisiana Revised Statutes (R.S. 42:1101 et. seq., Code of Governmental Ethics) applies to the Contracting Party in the performance of services called for in this contract. The contractor agrees to immediately

notify the state if potential violations of the Code of Governmental Ethics arise at any time during the term of this contract.

2. Proposers are responsible for determining that there will be no conflict or violation of the Ethics Code if their company is awarded the contract. The Louisiana Board of Ethics is the only entity which can officially rule on ethics issues. Notwithstanding, any potential conflict of interest that is known or should reasonably be known by a proposer as it relates to the RFP should be immediately reported to the Department by proposer.

D. Rejection and Cancellation

Issuance of this solicitation does not constitute a commitment by DHH to award a contract or contracts or to enter into a contract after an award has been made. The Department reserves the right to take any of the following actions that it determines to be in its best interest:

1. Reject all proposals received in response to this solicitation;
2. Cancel this RFP; or
3. Cancel or decline to enter into a contract with the successful proposer at any time after the award is made and before the contract receives final approval from the Division of Administration, Office of State Procurement.
4. In accordance with the provisions of R.S. 39:2192, in awarding contracts after August 15, 2010, any public entity is authorized to reject a proposal or bid from, or not award the contract to, a business in which any individual with an ownership interest of five percent or more, has been convicted of, or has entered a plea of guilty or nolo contendere to any state felony or equivalent federal felony crime committed in the solicitation or execution of a contract or bid awarded under the following provisions of the Louisiana Revised Statutes of 1950 governing public contracts: Title 38, Chapter 10 (public contracts); or Title 39, Chapter 17 (Louisiana Procurement Code).

E. Contract Award and Execution

1. The Secretary of DHH reserves the right to:
 - a. Make an award without presentations by proposers or further discussion of proposals received.
 - b. Enter into a contract without further discussion of the proposal submitted based on the initial offers received.
 - c. Contract for all or a partial list of services offered in the proposal.
2. The RFP and proposal of the selected Proposer shall become part of any contract initiated by the State.
3. The selected Proposer shall be expected to enter into a contract that is substantially the same as the sample contract included in Attachment III. In no event shall a Proposer submit its own standard contract terms and conditions as a response to this RFP. The Proposer should submit with its proposal any exceptions or exact contract deviations that its firm wishes to negotiate. Negotiations may begin with the announcement of the selected Proposer.

4. If the contract negotiation period exceeds 30 calendar days or if the selected Proposer fails to sign the final contract within 90 days of delivery, the State may elect to cancel the award and award the contract to the next-highest-ranked Proposer.

F. Assignments

Any assignment, pledge, joint venture, hypothecation of right or responsibility to any person, firm or corporation should be fully explained and detailed in the proposal. Information as to the experience and qualifications of proposed subcontractors or joint ventures should be included in the proposal. In addition, written commitments from any subcontractors or joint ventures should be included as part of the proposal. All assignments must be approved of by the Department.

G. Determination of Responsibility

Determination of the proposer's responsibility relating to this RFP shall be made according to the standards set forth in LAC 34:V.2536. The State must find that the selected proposer:

1. Has adequate financial resources for performance, or has the ability to obtain such resources as required during performance;
2. Has the necessary experience, organization, technical qualifications, skills, and facilities, or has the ability to obtain them;
3. Is able to comply with the proposed or required time of delivery or performance schedule; Has a satisfactory record of integrity, judgment, and performance; and
4. Is otherwise qualified and eligible to receive an award under applicable laws and regulations.

Proposers should ensure that their proposals contain sufficient information for the State to make its determination by presenting acceptable evidence of the above to perform the contracted services.

H. Proposal and Contract Preparation Costs

The proposer assumes sole responsibility for any and all costs and incidental expenses associated with the preparation and reproduction of any proposal submitted in response to this RFP. The proposer to which the contract is awarded assumes sole responsibility for any and all costs and incidental expenses that it may incur in connection with: (1) the preparation, drafting or negotiation of the final contract; or (2) any activities that the proposer may undertake in preparation for, or in anticipation or expectation of, the performance of its work under the contract before the contract receives final approval from the Division of Administration, Office of State Procurement. The proposer shall not include these costs or any portion thereof in the proposed contract cost. The proposer is fully responsible for all preparation costs associated therewith even if an award is made but subsequently terminated by the Department.

I. Errors and Omissions

The Department reserves the right to make corrections due to minor errors of proposer identified in proposals by the Department or the proposer. The Department, at its option, has the right to request clarification or additional information from proposer.

J. Ownership of Proposal

All proposals become the property of the Department and will not be returned to the proposer. The Department retains the right to use any and all ideas or adaptations of ideas contained in any proposal received in response to this solicitation. Selection or rejection of the offer will not affect this right. Once a contract is awarded, all proposals will become subject to the Louisiana Public Records Act.

K. Procurement Library/Resources Available To Proposer

Relevant material related to this RFP will be posted at the following web address:
<http://new.dhh.louisiana.gov/index.cfm/newsroom/category/47>

L. Proposal Submission

1. All proposals must be received by the due date and time indicated on the Schedule of Events. Proposals received after the due date and time will not be considered. It is the sole responsibility of each proposer to assure that its proposal is delivered at the specified location prior to the deadline. Proposals which, for any reason, are not so delivered will not be considered.
2. Proposer shall submit one (1) original hard copy (The Certification Statement must have original signature signed in ink) and should submit one (1) electronic copy (cd or flash drive) of the entire proposal and eight (8) hard copies of the proposal. Proposer should provide one electronic copy of the Redacted (cd or flash drive). No facsimile or emailed proposals will be accepted. The cost proposal and financial statements shall be submitted separately from the technical proposal; however, for mailing purposes, all packages may be shipped in one container.
3. Proposals must be submitted via U.S. mail, courier or hand delivered to:

If courier mail or hand delivered:

Tracy Hubbard
Department of Health and Hospitals
Bureau of Family Health
1440 Poydras St, 20th Floor
New Orleans, LA 70112

If delivered via US Mail:

Tracy Hubbard
Department of Health and Hospitals
Bureau of Family Health
1440 Poydras St, 20th Floor
New Orleans, LA 70112

M. Proprietary and/or Confidential Information

1. Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any material within a proposal identified as such must be clearly marked in the proposal and will be handled in accordance with the Louisiana Public Records Act, R.S. 44:1-44 and applicable rules and regulations. Any proposal marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.
2. Proposers are reminded that cost proposals will not be considered confidential under any circumstance and that protections for technical proposals must be claimed by the proposer at the time of submission of its technical proposal.

N. Proposal Format

1. An item-by-item response to the Request for Proposals is requested.

2. There is no intent to limit the content of the proposals, and proposers may include any additional information deemed pertinent. Emphasis should be on simple, straightforward and concise statements of the proposer's ability to satisfy the requirements of the RFP.

O. Requested Proposal Outline:

- Introduction/Administrative Data
- Work Plan/Project Execution
- Relevant Corporate Experience
- Personnel Qualifications
- Additional Information
- Corporate Financial Condition
- Cost and Pricing Analysis

P. Proposal Content

1. Quality And Timeliness

Proposals should include information that will assist the Department in determining the level of quality and timeliness that may be expected. The Department shall determine, at its sole discretion, whether or not the RFP provisions have been reasonably met. The proposal should describe the background and capabilities of the proposer, give details on how the services will be provided, and shall include a breakdown of proposed costs. Work samples may be included as part of the proposal.

2. Assume Complete Responsibility

Proposals should address how the proposer intends to assume complete responsibility for timely performance of all contractual responsibilities in accordance with federal and state laws, regulations, policies, and procedures.

3. Approach

Proposals should define proposer's functional approach in providing services and identify the tasks necessary to meet the RFP requirements of the provision of services, as outlined in Section II.

4. Introduction/Administrative Data

a. The introductory section should contain summary information about the proposer's organization. This section should state proposer's knowledge and understanding of the needs and objectives of DHH Office of Public Health/Bureau of Family Health as related to the scope of this RFP. It should further cite its ability to satisfy provisions of the Request for Proposal.

b. This introductory section should include a description of how the proposer's organizational components communicate and work together in both an administrative and functional capacity from the top down. This section should contain a brief summary setting out the proposer's management philosophy including, but not limited to, the role of Quality Control, Professional Practices, Supervision, Distribution of Work and Communication Systems. This section should include an organizational chart displaying the proposer's overall structure.

c. This section should also include the following information:

- i. Location of Administrative Office with Full Time Personnel, include all office locations (address) with full time personnel.
- ii. Name and address of principal officer;
- iii. Name and address for purpose of issuing checks and/or drafts;
- iv. For corporations, a statement listing name(s) and address (es) of principal owners who hold five percent interest or more in the corporation.
- v. If out-of-state proposer, give name and address of local representative; if none, so state;
- vi. If any of the proposer's personnel named is a current or former Louisiana state employee, indicate the Agency where employed, position, title, termination date, and social security number;
- vii. If the proposer was engaged by DHH within the past twenty-four (24) months, indicate the contract number and/or any other information available to identify the engagement; if not, so state; and
- viii. Proposer's state and federal tax identification numbers.
- ix. Veteran/Hudson Initiative: Proposer should demonstrate participation in Veteran Initiative and Hudson Initiative Small Entrepreneurships or explanation if not applicable. (See Attachment I)

d. The following information ***must*** be included in the proposal:

- i. Certification Statement: The proposer must sign and submit an original Certification Statement (See Attachment II).

5. Work Plan/Project Execution

The proposer should articulate an understanding of, and ability to effectively implement services as outlined within Section II of the RFP. In this section the proposer should state the approach it intends to use in achieving each objective of the project as outlined, including a project work plan and schedule for implementation. In particular, the proposer should:

- a. Provide a written explanation of the organizational structures of both operations and program administration, and how those structures will support service implementation. Individual components should include plans for supervision, training, technical assistance, as well as collaboration as appropriate.
- b. Provide a strategic overview including all elements to be provided.
- c. Demonstrate an ability to hire staff with the necessary experience and skill set that will enable them to effectively meet the needs of consumers served.
- d. Demonstrate an understanding of, and ability to implement, the various types of organizational strategies to be integrated within the day to day operations, which are critical in organizing their functioning and maximizing productivity.
- e. Demonstrate knowledge of services to be provided and effective strategies to achieve objectives and effective service delivery.
- f. Describe approach and strategy for project oversight and management.
- g. Articulate the need for, and the ability to implement, a plan for continuous quality improvement; this includes (but is not limited to) reviewing the quality of services provided and staff productivity.

- h.** Demonstrate an understanding of and ability to implement data collection as needed.
- i.** Explain processes that will be implemented in order to complete all tasks and phases of the project in a timely manner, as outlined within Section II.
- j.** Articulate the ability to develop and implement an All Hazards Response plan in the event of an emergency event.
- k.** Refer to specific documents and reports that can be produced as a result of completing tasks, to achieve the requested deliverables.
- l.** Identify all assumptions or constraints on tasks.
- m.** Discuss what flexibility exists within the work plan to address unanticipated problems which might develop during the contract period.
- n.** If the proposer intends to subcontract for portions of the work, include specific designations of the tasks to be performed by the subcontractor.
- o.** Document procedures to protect the confidentiality of records in DHH databases, including records in databases that may be transmitted electronically via e-mail or the Internet.

6. Relevant Corporate Experience

- a.** The proposal should indicate the proposer's firm has a record of prior successful experience in the implementation of the services sought through this RFP. Proposers should include statements specifying the extent of responsibility on prior projects and a description of the projects scope and similarity to the projects outlined in this RFP. All experience under this section should be in sufficient detail to allow an adequate evaluation by the Department. The proposer should have, within the last 24 months implemented a similar type project. Proposers should give at least two customer references for projects implemented in at least the last 24 months. References shall include the name, email address and telephone number of each contact person.
- b.** In this section, a statement of the proposer's involvement in litigation that could affect this work should be included. If no such litigation exists, proposer should so state.

7. Personnel Qualifications

- a.** The purpose of this section is to evaluate the relevant experience, resources, and qualifications of the proposed staff to be assigned to this project. The experience of proposer's personnel in implementing similar services to those to be provided under this RFP will be evaluated. The adequacy of personnel for the proposed project team will be evaluated on the basis of project tasks assigned, allocation of staff, professional skill mix, and level of involvement of personnel.
- b.** Proposers should state job responsibilities, workload and lines of supervision. An organizational chart identifying individuals and their job titles and major job duties should be included. The organizational chart should show lines of responsibility and authority.
- c.** Job descriptions, including the percentage of time allocated to the project and the number of personnel should be included and should indicate minimum education, training,

experience, special skills and other qualifications for each staff position as well as specific job duties identified in the proposal. Job descriptions should indicate if the position will be filled by a sub-contractor.

- d. Key personnel and the percentage of time directly assigned to the project should be identified.
- e. Résumés of all known personnel should be included. Resumes of proposed personnel should include, but not be limited to:
 - i. Experience with proposer,
 - ii. Previous experience in projects of similar scope and size.
 - iii. Educational background, certifications, licenses, special skills, etc.
- f. If subcontractor personnel will be used, the proposer should clearly identify these persons, if known, and provide the same information requested for the proposer's personnel.

8. Additional Information

As an appendix to its proposal, if available, proposers should provide copies of any policies and procedures manuals applicable to this contract, inclusive of organizational standards or ethical standards. This appendix should also include a copy of proposer's All Hazards Response Plan, if available.

9. Corporate Financial Condition

- 1. The organization's financial solvency will be evaluated. The proposer's ability to demonstrate adequate financial resources for performance of the contract or the ability to obtain such resources as required during performance under this contract will be considered.
- 2. Proposal should include for each of the last three (3) years, copies of financial statements, preferably audited, including at least a balance sheet and profit and loss statement, or other appropriate documentation which would demonstrate to the Department the proposer's financial resources sufficient to conduct the project.

10. Cost and Pricing Analysis

- a. Proposer shall specify costs for performance of tasks. Proposal shall include all anticipated costs of successful implementation of all deliverables outlined. An item by item breakdown of costs shall be included in the proposal.
- b. Travel will be reimbursed in accordance with Louisiana Travel Regulations to manage media events and other contract activities during the term of the contract.
- c. The contractor will limit the amount of "miscellaneous" expenses. restricted to items such as courier, long distance, postage, FedEx and the like.
- d. Proposers shall submit the breakdown in a similar format to the attached sample cost template form (See Attachment V) for each year of the contract to demonstrate how cost was determined. Proposers must complete a cost proposal in the following format to be considered for award. Failure to complete will result in the disqualification of the proposal.

Q. Waiver of Administrative Informalities

The Department of Health and Hospitals reserves the right, at its sole discretion, to waive minor administrative informalities contained in any proposal.

R. Withdrawal of Proposal

A proposer may withdraw a proposal that has been submitted at any time up to the date and time the proposal is due. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the RFP Coordinator

IV. EVALUATION AND SELECTION

A. Evaluation Criteria

The following criteria will be used to evaluate proposals:

1. Evaluations will be conducted by a Proposal Review Committee.
2. Evaluations of the financial statements will be conducted by a member of the DHH Office of the Secretary Division of Fiscal Management
3. Scoring will be based on a possible total of **100** points and the proposal with the highest total score will be recommended for award.
4. **Cost Evaluation:**
 - a. The proposer with the lowest total cost for all 3 years shall receive 25 points. Other proposers shall receive points for cost based upon the following formula:

$$\text{CCS} = (\text{LPC}/\text{PC}) * 25$$

CCS= Computed Cost Score (points) for proposer being evaluated

CPS = Cost Proposal Score

LPC = Lowest Proposal Cost of all proposers

PC = Individual Proposal Cost

- b. The assignment of the 25 points based on the above formula will be calculated by a member of the DHH Contracts Office staff.

5. Hudson/Veteran Small Entrepreneurship Program

- a. Ten percent (10%) of the total evaluation points on this RFP are reserved for proposers who are themselves a certified Veteran or Hudson Initiative small entrepreneurship or who will engage the participation of one or more certified Veteran or Hudson Initiatives small entrepreneurships as subcontractors.

b. Proposer Status and Reserved Points:

Reserved points shall be added to the applicable proposers' evaluation score as follows:

- i. Proposer is a certified small entrepreneurship: Full amount of the reserved points
 - ii. Proposer is not a certified small entrepreneurship but has engaged one or more certified small entrepreneurships to participate as subcontractors or distributors. Points will be allocated based on the following criteria:
 - The number of certified small entrepreneurships to be utilized
 - The experience and qualifications of the certified small entrepreneurship(s)
 - The anticipated earnings to accrue to the certified small entrepreneurship(s)

6. Evaluation Criteria and Assigned Weights

Proposals that pass the preliminary screening and mandatory requirements review will be evaluated based on information provided in the proposal. The evaluation will be conducted according to the following.

| Evaluation Criteria | Assigned Weight |
|---|------------------------|
| Introduction/Understanding of RFP | 5 |
| Work Plan/Project Execution | 20 |
| Corporate Experience | 10 |
| Qualification of Personnel | 15 |
| Financial Statements | 5 |
| Cost | 25 |
| Veteran and Hudson Initiatives | 10 |
| On Site Presentation/Demonstration | 10 |
| Total | 100 |

B. On Site Presentation/Demonstration

1. The Department may select those proposers reasonably susceptible of receiving an award for an on-site presentation and/or demonstration for final determination of contract award. On-site presentations/demonstrations will allow the selected proposers to demonstrate their unique capability to provide the services requested in the RFP.
2. Proposers selected for on-site presentations/demonstrations should:
 - a. Provide a strategic overview of services to be provided,
 - b. Summarize major strengths,
 - c. Demonstrate flexibility and adaptability to handle both anticipated and unanticipated changes,
 - d. If possible, have the project manager and key personnel in attendance to provide their view of the partnership envisioned with the Department.
3. Up to 10 additional points may be awarded as a result of the on-site presentation/demonstration.

C. Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team, to be designated by the Department, which will determine the proposal most advantageous to the Department, taking into consideration cost and the other evaluation factors set forth in the RFP.

D. Administrative and Mandatory Screening

All proposals will be reviewed to determine compliance with administrative and mandatory requirements as specified in the RFP. Proposals that are not in compliance will be excluded from further consideration.

E. Clarification of Proposals

The Department reserves the right to seek clarification of any proposal for the purpose of identifying and eliminating minor irregularities or informalities, including resolving inadequate proposal content, or contradictory statements in a proposer's proposal.

F. Announcement of Award

1. The Evaluation Team will compile the scores and make a recommendation to the head of the agency on the basis of the responsive and responsible proposer with the highest score.
2. The State will notify the successful Proposer and proceed to negotiate terms for final contract. Unsuccessful proposers will be notified in writing accordingly.
3. The proposals received (*except for that information appropriately designated as confidential in accordance with R.S. 44:1 et seq*), selection memorandum along with list of criteria used along with the weight assigned each criteria; scores of each proposal considered along with overall scores of each proposal considered, and a narrative justifying selection shall be made available, upon request, to all interested parties after the "Notice of Intent to Award" letter has been issued.
4. Any Proposer aggrieved by the proposed award has the right to submit a protest in writing to the head of the agency issuing the proposal within **14 days** after the award has been announced by the agency.
5. The award of a contract is subject to the approval of the Division of Administration, Office of State Purchasing.

V. SUCCESSFUL CONTRACTOR REQUIREMENTS

A. Confidentiality of Data

1. All financial, statistical, personal, technical and other data and information relating to the State's operation which are designated confidential by DHH and made available to the contractor in order to carry out this contract, or which become available to the contractor in carrying out this contract, shall be protected by the contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to DHH. The identification of all such confidential data and information as well as DHH's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by DHH in writing to the contractor. If the methods and procedures employed by the contractor for the protection of the contractor's data and information are deemed by DHH to be adequate for the protection of DHH's confidential information, such methods and procedures may be used, with the written consent of DHH, to carry out the intent of this paragraph. The contractor shall not be required under the provisions of the paragraph to keep confidential any data or information which is or becomes publicly available, is already rightfully in the contractor's possession, is independently developed by the contractor outside the scope of the contract, or is rightfully obtained from third parties.

2. Under no circumstance shall the contractor discuss and/or release information to the media concerning this project without prior express written approval of the ***Department of Health and Hospitals***.

B. Taxes

Contractor is responsible for payment of all applicable taxes from the funds to be received under this contract

C. Fund Use

Contractor agrees not to use contract proceeds to urge any elector to vote for or against any candidate or proposition on an election ballot nor shall such funds be used to lobby for or against any proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority. This provision shall not prevent the normal dissemination of factual information relative to a proposition on any election ballot or a proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority.

VI. CONTRACTUAL INFORMATION

A. Contract

The contract between DHH and the Contractor shall include the standard DHH contract form CF-1 (Attachment III) including a negotiated scope of work, the RFP and its amendments and addenda, and the Contractor's proposal. The attached CF-1 contains basic information and general terms and conditions of the contract to be awarded. In addition to the terms of the CF-1 and supplements, the following will be incorporated into the contract awarded through this RFP:

1. Personnel Assignments

The Contractor's key personnel assigned to this contract may not be replaced without the written consent of the Department. Such consent shall not be unreasonably withheld or delayed provided an equally qualified replacement is offered. Key personnel for these purposes will be determined during contract negotiation.

2. Force Majeure

The contractor and the Department are excused from performance under contract for any period they may be prevented from performance by an Act of God, strike, war, civil disturbance, epidemic or court order.

3. Order of Precedence

The contract shall, to the extent possible, be construed to give effect to all provisions contained therein; however, where provisions conflict, the intent of the parties shall be determined by giving first priority to provisions of the contract excluding the RFP and the proposal; second priority to the provisions of the RFP and its amendments and addenda; and third priority to the provisions of the proposal.

4. Entire Agreement

This contract, together with the RFP and its amendments and addenda issued thereto by the Department, the proposal submitted by the contractor in response to the Department's RFP, and any exhibits specifically incorporated herein by reference constitute the entire agreement between the parties with respect to the subject matter.

5. Board Resolution/Signature Authority

The contractor, if a corporation, shall secure and attach to the contract a formal Board Resolution indicating the signatory to the contract is a corporate representative and authorized to sign said contract.

6. Warranty to Comply with State and Federal Regulations

The contractor shall warrant that it shall comply with all state and federal regulations as they exist at the time of the contract or as subsequently amended.

7. Warranty of Removal of Conflict of Interest

The contractor shall warrant that it, its officers, and employees have no interest and shall not acquire any interest, direct or indirect, which conflicts in any manner or degree with the performance of services hereunder. The contractor shall periodically inquire of its officers and employees concerning such conflicts, and shall inform the Department promptly of any potential conflict. The contractor shall warrant that it shall remove any conflict of interest prior to signing the contract.

8. Corporation Requirements

If the contractor is a corporation, the following requirements must be met prior to execution of the contract:

- a. If the contractor is a for-profit corporation whose stock is not publicly traded, the contractor shall ensure that a disclosure of ownership form has been properly filed with the Secretary of State of Louisiana.
- b. If the contractor is a corporation not incorporated under the laws of the State of Louisiana- the contractor must obtain a Certificate of Authority pursuant to R.S. 12:301-302 from the Louisiana Secretary of State.
- c. The contractor must provide written assurance to the Department from contractor's legal counsel that the contractor is not prohibited by its articles of incorporation, bylaws or the laws under which it is incorporated from performing the services required under the contract.

9. Contract Controversies

Any claim or controversy arising out of the contract shall be resolved by the provisions of Louisiana Revised Statutes 39:1672.2-1672.4.

10. Right To Audit

The State Legislative Auditor, agency, and/or federal auditors and internal auditors of the Division of Administration shall have the option to audit all accounts directly pertaining to the contract for a period of three (3) years from the date of the last payment made under this contract. Records shall be made available during normal working hours for this purpose.

11. Contract Modification

No amendment or variation of the terms of this contract shall be valid unless made in writing, signed by the parties and approved as required by law. No oral understanding or agreement not incorporated in the contract is binding on any of the parties.

12. Severability

If any term or condition of this Contract or the application thereof is held invalid, such invalidity shall not affect other terms, conditions, or applications which can be given effect without the invalid term, condition, or application; to this end the terms and conditions of this Contract are declared severable.

13. Applicable Law

This contract shall be governed by and interpreted in accordance with the laws of the State of Louisiana. Venue of any action brought with regard to this contract shall be in the Nineteenth Judicial District Court, Parish of East Baton Rouge, State of Louisiana.

B. Mutual Obligations and Responsibilities

The state requires that the mutual obligations and responsibilities of DHH and the successful proposer be recorded in a written contract. While final wording will be resolved at contract time, the intent of the provisions will not be altered and will include all provisions as specified in the attached CF-1 (Attachment III).

C. Letter of Credit

Contractor will provide a Letter of Credit in a form reasonably acceptable to Louisiana Department of Health and Hospitals (DHH), naming DHH as the party entitled to demand payment and present draw requests there under, which letter(s) of credit:

1) is issued by a U.S. commercial bank or a foreign bank with a U.S. branch, with such bank having assets (net of reserves) of at least \$10,000,000,000 and a credit rating on its senior unsecured debt of:

(a) "A2" or higher from Moody's; and

(b) "A" or higher from S&P;

(2) on the terms provided in the letter(s) of credit, permits DHH to draw up to the face amount thereof for the purpose of paying any and all amounts owing by Contractor hereunder.

(3) if a letter of credit is issued by a foreign bank with a U.S. branch, permits DHH to draw upon the U.S. branch;

(4) permits DHH to draw the entire amount available there under if such letter of credit is not renewed or replaced at least thirty (30) Business Days prior to its stated expiration date;

(5) permits DHH to draw the entire amount available there under if such letter(s) of credit are not increased, replaced or replenished as and when provided where applicable;

(6) is transferable by DHH to any party to which DHH may assign;

(7) shall remain in effect for at least ninety (90) days after the end of the Contract Term.

D. Indemnification and Limitation of Liability

1. Neither party shall be liable for any delay or failure in performance beyond its control resulting from acts of God or force majeure. The parties shall use reasonable efforts to eliminate or minimize the effect of such events upon performance of their respective duties under the Contract.

2. Contractor shall be fully liable for the actions of its agents, employees, partners or subcontractors and shall fully indemnify and hold harmless the State and its Authorized Users from suits, actions, damages and costs of every name and description relating to personal injury and damage to real or personal tangible property caused by Contractor, its agents, employees, partners or subcontractors, without limitation; provided, however, that the Contractor shall not indemnify for that portion of any claim, loss or damage arising hereunder due to the negligent act or failure to act of the State. If applicable, Contractor will indemnify, defend and hold the State and its Authorized Users harmless, without limitation, from and against any and all damages, expenses (including reasonable attorneys' fees), claims, judgments, liabilities and costs which may be finally assessed against the State in any action for infringement of a United States Letter Patent with respect to the Products furnished, or of any copyright, trademark, trade secret or intellectual property right, provided that the State shall give the Contractor: (i) prompt written notice of any action, claim or threat of infringement suit, or other suit, (ii) the opportunity to take over, settle or defend such action, claim or suit at

Contractor's sole expense, and (iii) assistance in the defense of any such action at the expense of Contractor. Where a dispute or claim arises relative to a real or anticipated infringement, the State or its Authorized Users may require Contractor, at its sole expense, to submit such information and documentation, including formal patent attorney opinions, as the Commissioner of Administration shall require.

3. The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon: i) Authorized User's unauthorized modification or alteration of a Product, Material or Service; ii) Authorized User's use of the Product in combination with other products not furnished by Contractor; iii) Authorized User's use in other than the specified operating conditions and environment.
4. In addition to the foregoing, if the use of any item(s) or part(s) thereof shall be enjoined for any reason or if Contractor believes that it may be enjoined, Contractor shall have the right, at its own expense and sole discretion as the Authorized User's exclusive remedy to take action in the following order of precedence: (i) to procure for the State the right to continue using such item(s) or part (s) thereof, as applicable; (ii) to modify the component so that it becomes non-infringing equipment of at least equal quality and performance; or (iii) to replace said item(s) or part(s) thereof, as applicable, with non-infringing components of at least equal quality and performance, or (iv) if none of the foregoing is commercially reasonable, then provide monetary compensation to the State up to the dollar amount of the Contract.
5. For all other claims against the Contractor where liability is not otherwise set forth in the Contract as being "without limitation", and regardless of the basis on which the claim is made, Contractor's liability for direct damages, shall be the greater of \$100,000, the dollar amount of the Contract, or two (2) times the charges rendered by the Contractor under the Contract. Unless otherwise specifically enumerated herein or in the work order mutually agreed between the parties, neither party shall be liable to the other for special, indirect or consequential damages, including lost data or records (unless the Contractor is required to back-up the data or records as part of the work plan), even if the party has been advised of the possibility of such damages. Neither party shall be liable for lost profits, lost revenue or lost institutional operating savings.
6. The State and Authorized User may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor, or may proceed against the performance and payment bond, if any, as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them.

E. Termination

1. Termination For Cause

State may terminate this Contract for cause based upon the failure of Contractor to comply with the terms and/or conditions of the Contract; provided that the State shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have either corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct said failure and thereafter proceeded diligently to complete such correction, then the State may, at its option, place the Contractor in default and the Contract shall terminate on the date specified in such notice. Failure to perform within the time agreed upon in the contract may constitute default and may cause cancellation of the contract.

Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this contract provided

that the Contractor shall give the State written notice specifying the State agency's failure and a reasonable opportunity for the state to cure the defect.

2. Termination For Convenience

State may terminate the Contract at any time without penalty by giving thirty (30) days written notice to the Contractor of such termination or negotiating with the Contractor an effective date. Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily

3. Termination For Non-Appropriation Of Funds

The continuation of this contract is contingent upon the appropriation of funds by the legislature to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act of Title 39 of the Louisiana Revised Statutes of 1950 to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds have not been appropriated.

Attachments:

- I. Veteran and Hudson Initiatives**
- II. Certification Statement**
- III. DHH Standard Contract Form (CF-1)**
- IV. HIPAA BAA**
- V. Cost Template**
- VI. Regional Map**

**Veteran-Owned And Service-Connected Small Entrepreneurships
(Veteran Initiatives) And Louisiana Initiative
For Small Entrepreneurships (Hudson Initiative) Programs**

Participation of Veteran Initiative and Hudson Initiative small entrepreneurships will be scored as part of the technical evaluation.

The State of Louisiana Veteran and Hudson Initiatives are designed to provide additional opportunities for Louisiana-based small entrepreneurships (sometimes referred to as LaVet's and SE's respectively) to participate in contracting and procurement with the state. A certified Veteran-Owned and Service-Connected Disabled Veteran-Owned small entrepreneurship (LaVet) and a Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) small entrepreneurship are businesses that have been certified by the Louisiana Department of Economic Development. All eligible vendors are encouraged to become certified. Qualification requirements and online certification are available at <https://smallbiz.louisianaeconomicdevelopment.com/Account/Login>

Ten percent (10%) of the total evaluation points on this RFP are reserved for proposers who are themselves a certified Veteran or Hudson Initiative small entrepreneurship or who will engage the participation of one or more certified Veteran or Hudson Initiatives small entrepreneurships as subcontractors.

Reserved points shall be added to the applicable proposers' evaluation score as follows:

Proposer Status and Reserved Points

- Proposer is a certified small entrepreneurship: Full amount of the reserved points
- Proposer is not a certified small entrepreneurship but has engaged one or more certified small entrepreneurships to participate as subcontractors or distributors. Points will be allocated based on the following criteria:
 - the number of certified small entrepreneurships to be utilized
 - the experience and qualifications of the certified small entrepreneurship(s)
 - the anticipated earnings to accrue to the certified small entrepreneurship(s)

If a proposer is not a certified small entrepreneurship as described herein, but plans to use certified small entrepreneurship(s), proposer shall include in their proposal the names of their certified Veteran Initiative or Hudson Initiative small entrepreneurship subcontractor(s), a description of the work each will perform, and the dollar value of each subcontract.

During the term of the contract and at expiration, the Contractor will also be required to report Veteran- Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship subcontractor or distributor participation and the dollar amount of each.

The statutes (R.S. 39:2171 *et. seq.*) concerning the Veteran Initiative may be viewed at <http://legis.la.gov/lss/lss.asp?doc=671504> and the statutes (R.S. 39:2001 *et. seq.*) concerning the Hudson Initiative may be viewed at: <http://legis.la.gov/lss/lss.asp?doc=96265>

The rules for the Veteran Initiative (LAC 19:IX.Chapters 11 and 13) and for the Hudson Initiative (LAC 19:VIII.Chapters 11 and 13) may be viewed at <http://www.doa.louisiana.gov/osp/se/se.htm>

A current list of certified Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurships may be obtained from the Louisiana Economic Development

Certification System at <https://smallbiz.louisianaeconomicdevelopment.com/Account/Login>

Additionally, a list of Hudson and Veteran Initiative small entrepreneurship, which have been certified by the Louisiana Department of Economic Development and who have opted to register in the State of Louisiana LaGov Supplier Portal

https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymous?guest_user=self_reg may be accessed from the State of Louisiana Procurement and Contract (LaPAC) Network

<http://wwwprd1.doa.louisiana.gov/osp/lapac/vendor/srchven.cfm>. When using this site, determine the search criteria (i.e. alphabetized list of all certified vendors, by commodities, etc.) and select SmallE, VSE, or DVSE.

Odwyerpr.com

CERTIFICATION STATEMENT

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

OFFICIAL CONTACT: The State requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. Identify the Contact name and fill in the information below: (Print Clearly)

| | |
|----------------------------------|--|
| Date | |
| Official Contact Name | |
| Email Address | |
| Fax Number with Area Code | |
| Telephone Number | |
| Street Address | |
| City, State, and Zip | |

Proposer certifies that the above information is true and grants permission to the Department to contact the above named person or otherwise verify the information I have provided.

By its submission of this proposal and authorized signature below, proposer certifies that:

1. The information contained in its response to this RFP is accurate;
2. Proposer complies with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein;
3. Proposer accepts the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.
4. Proposer's technical and cost proposals are valid for at least 90 days from the date of proposer's signature below;
5. Proposer understands that if selected as the successful Proposer, he/she will have **30** calendar days from the date of delivery of initial contract in which to complete contract negotiations, if any, and execute the final contract document. The Department has the option to waive this deadline if actions or inactions by the Department cause the delay.
6. Proposer certifies, by signing and submitting a proposal for \$25,000 or more, that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in OMB Circular A-133. (A list of parties who have been suspended or debarred can be viewed via the internet at <https://www.sam.gov>).

Authorized Signature:

Original Signature Only: Electronic or Photocopy Signature are NOT Allowed

Print Name:

Title:

DHH - CF - 1
Revised: 2011-06

**CONTRACT BETWEEN STATE OF LOUISIANA
DEPARTMENT OF HEALTH AND HOSPITALS**

**CFMS:
DHH:
Agency #**

AND

FOR

Personal Services Professional Services Consulting Services Social Services

| | | | | | |
|---|-------|----------|---|--|--|
| 1) Contractor (Legal Name if Corporation) | | | 5) Federal Employer Tax ID# or Social Security # (Must be 11 Digits) | | |
| 2) Street Address | | | 6) Parish(es) Served | | |
| City | State | Zip Code | 7) License or Certification # | | |
| 3) Telephone Number | | | 8) Contractor Status | | |
| 4) Mailing Address (if different) | | | Subrecipient: <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| | | | Corporation: <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| | | | For Profit: <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| | | | Publicly Traded: <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| City | State | Zip Code | 8a) CFDA#(Federal Grant #) | | |

9) Brief Description Of Services To Be Provided:

10) Effective Date

11) Termination Date

12) This contract may be terminated by either party upon giving thirty (30) days advance written notice to the other party with or without cause but in no case shall continue beyond the specified termination date.

13) Maximum Contract Amount

14) Terms of Payment

If progress and/or completion of services are provided to the satisfaction of the initiating Office/Facility, payments are to be made as follows:

Contractor obligated to submit final invoices to Agency within fifteen (15) days after termination of contract.

| | | |
|---|------------|--------------|
| PAYMENT WILL BE MADE ONLY UPON APPROVAL OF: | First Name | Last Name |
| | Title | Phone Number |

15) Special or Additional Provisions which are incorporated herein, if any (IF NECESSARY, ATTACH SEPARATE SHEET AND REFERENCE)

During the performance of this contract, the Contractor hereby agrees to the following terms and conditions:

1. Contractor hereby agrees to adhere as applicable to the mandates dictated by Titles VI and VII of the Civil Rights Act of 1964, as amended; the Vietnam Era Veterans' Readjustment Assistance Act of 1974; Americans with Disabilities Act of 1990 as amended; the Rehabilitation Act of 1973 as amended; Sec. 202 of Executive Order 11246 as amended, and all applicable requirements imposed by or pursuant to the regulations of the U. S. Department of Health and Human Services. Contractor agrees not to discriminate in the rendering of services to and/or employment of individuals because of race, color, religion, sex, age, national origin, handicap, political beliefs, disabled veteran, veteran status, or any other non-merit factor.
2. Contractor shall abide by the laws and regulations concerning confidentiality which safeguard information and the patient/client confidentiality. Information obtained shall not be used in any manner except as necessary for the proper discharge of Contractor's obligations. (The Contractor shall establish, subject to review and approval of the Department, confidentiality rules and facility access procedures.)
3. The State Legislative Auditor, Office of the Governor, Division of Administration, and Department Auditors or those designated by the Department shall have the option of auditing all accounts pertaining to this contract during the contract and for a three year period following final payment. Contractor grants to the State of Louisiana, through the Office of the Legislative Auditor, Department of Health and Hospitals, and Inspector General's Office, Federal Government and/or other such officially designated body the right to inspect and review all books and records pertaining to services rendered under this contract, and further agrees to guidelines for fiscal administration as may be promulgated by the Department. Records will be made available during normal working hours.

Contractor shall comply with federal and state laws and/or DHH Policy requiring an audit of the Contractor's operation as a whole or of specific program activities. Audit reports shall be sent within thirty (30) days after the completion of the audit, but no later than six (6) months after the end of the audit period. If an audit is performed within the contract period, for any period, four (4) copies of the audit report shall be sent to the Department of Health and Hospitals, Attention: **Division of Fiscal Management, P.O. Box 91117, Baton Rouge, LA 70821-3797** and one (1) copy of the audit shall be sent to the **originating DHH Office**.
4. Contractor agrees to retain all books, records and other documents relevant to the contract and funds expended thereunder for at least four (4) years after final payment or as prescribed in 45 CFR 74:53 (b) whichever is longer. Contractor shall make available to the Department such records within thirty (30) days of the Department's written request and shall deliver such records to the Department's central office in Baton Rouge, Louisiana, all without expense to the Department. Contractor shall allow the Department to inspect, audit or copy records at the contractor's site, without expense to the Department.
5. Contractor shall not assign any interest in this contract and shall not transfer any interest in the same (whether by assignment or novation), without written consent of the Department thereto, provided, however, that claims for money due or to become due to Contractor from the Department under this contract may be assigned to a bank, trust company or other financial institution without advanced approval. Notice of any such assignment or transfer shall be promptly furnished to the Department and the Division of Administration, Office of State Purchasing.
6. Contractor hereby agrees that the responsibility for payment of taxes from the funds received under this contract shall be Contractor's. The contractor assumes responsibility for its personnel providing services hereunder and shall make all deductions for withholding taxes, and contributions for unemployment compensation funds.
7. Contractor shall obtain and maintain during the contract term all necessary insurance including automobile insurance, workers' compensation insurance, and general liability insurance. The required insurances shall protect the Contractor, the Department of Health and Hospitals, and the State of Louisiana from all claims related to Contractor's performance of this contract. Certificates of Insurance shall be filed with the Department for approval. Said policies shall not be canceled, permitted to expire, or be changed without thirty (30) days advance written notice to the Department. Commercial General Liability Insurance shall provide protection during the performance of work covered by the contract from claims or damages for personal injury, including accidental death, as well as claims for property damages, with combined single limits prescribed by the Department.
8. In cases where travel and related expenses are required to be identified separate from the fee for services, such costs shall be in accordance with State Travel Regulations. The contract contains a maximum compensation which shall be inclusive of all charges including fees and travel expenses.
9. No funds provided herein shall be used to urge any elector to vote for or against any candidate or proposition on an election ballot nor shall such funds be used to lobby for or against any proposition or matter having the effect of law being considered by the legislature or any local governing authority. This provision shall not prevent the normal dissemination of factual information relative to a proposition or any election ballot or a proposition or matter having the effect of law being considered by the legislature or any local governing authority. Contracts with individuals shall be exempt from this provision.
10. Should contractor become an employee of the classified or unclassified service of the State of Louisiana during the effective period of the contract, Contractor must notify his/her appointing authority of any existing contract with State of Louisiana and notify the contracting office of any additional state employment. This is applicable only to contracts with individuals.
11. Contractor shall not enter into any subcontract for work or services contemplated under this contract without obtaining prior written approval of the Department. Any subcontracts approved by the Department shall be subject to conditions and provisions as the Department may deem necessary; provided, however, that notwithstanding the foregoing, unless otherwise provided in this contract, such prior written approval shall not be required for the purchase by the contractor of supplies and services which are incidental but necessary for the performance of the work required under this contract. No subcontract shall relieve the Contractor of the responsibility for the performance of contractual obligations described herein.
12. No person and no entity providing services pursuant to this contract on behalf of contractor or any subcontractor is prohibited from providing such services by the provisions of R.S. 42:1113 as amended in the 2008 Regular Session of the Louisiana Legislature.
13. No claim for services furnished or requested for reimbursement by Contractor, not provided for in this contract, shall be allowed by the Department. In the event the Department determines that certain costs which have been reimbursed to Contractor pursuant to this or previous contracts are not allowable, the Department shall have the right to set off and withhold said amounts from any amount due the Contractor under this contract for costs that are allowab

14. This contract is subject to and conditioned upon the availability and appropriation of Federal and/or State funds; and no liability or obligation for payment will develop between the parties until the contract has been approved by required authorities of the Department; and, if contract exceeds \$20,000, the State Chief Procurement Officer in accordance with La. R.S. 39:1595.1..
15. The continuation of this contract is contingent upon the appropriation of funds from the legislature to fulfill the requirements of the contract. If the Legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.
16. Any alteration, variation, modification, or waiver of provisions of this contract shall be valid only when reduced to writing, as an amendment duly signed, and approved by required authorities of the Department; and, if contract exceeds \$20,000, approved by the Director of the Office of State Purchasing, Division of Administration. Budget revisions approved by both parties in cost reimbursement contracts do not require an amendment if the revision only involves the realignment of monies between originally approved cost categories.
17. Any contract disputes will be interpreted under applicable Louisiana laws and regulations in Louisiana administrative tribunals or district courts as appropriate.
18. Contractor will warrant all materials, products and/or services produced hereunder will not infringe upon or violate any patent, copyright, trade secret, or other proprietary right of any third party. In the event of any such claim by any third party against DHH, the Department shall promptly notify Contractor in writing and Contractor shall defend such claim in DHH's name, but at Contractor's expense and shall indemnify and hold harmless DHH against any loss, expense or liability arising out of such claim, whether or not such claim is successful. This provision is not applicable to contracts with physicians, psychiatrists, psychologists or other allied health providers solely for medical services.
19. Any equipment purchased under this contract remains the property of the Contractor for the period of this contract and future continuing contracts for the provision of the same services. Contractor must submit vendor invoice with reimbursement request. For the purpose of this contract, equipment is defined as any tangible, durable property having a useful life of at least (1) year and acquisition cost of \$1000.00 or more. The contractor has the responsibility to submit to the Contract Monitor an inventory list of DHH equipment items when acquired under the contract and any additions to the listing as they occur. Contractor will submit an updated, complete inventory list on a quarterly basis to the Contract Monitor. Contractor agrees that upon termination of contracted services, the equipment purchased under this contract reverts to the Department. Contractor agrees to deliver any such equipment to the Department within 30 days of termination of services.
20. Contractor agrees to protect, indemnify and hold harmless the State of Louisiana, DHH, from all claims for damages, costs, expenses and attorney fees arising in contract or tort from this contract or from any acts or omissions of Contractor's agents, employees, officers or clients, including premises liability and including any claim based on any theory of strict liability. This provision does not apply to actions or omissions for which LA R.S. 40:1299.39 provides malpractice coverage to the contractor, nor claims related to treatment and performance of evaluations of persons when such persons cause harm to third parties (R.S. 13:5108.1(E)). Further it does not apply to premises liability when the services are being performed on premises owned and operated by DHH.
21. Any provision of this contract is severable if that provision is in violation of the laws of the State of Louisiana or the United States, or becomes inoperative due to changes in State and Federal law, or applicable State or Federal regulations.
22. Contractor agrees that the current contract supersedes all previous contracts, negotiations, and all other communications between the parties with respect to the subject matter of the current contract.

THIS CONTRACT CONTAINS OR HAS ATTACHED HERETO ALL THE TERMS AND CONDITIONS AGREED UPON BY THE CONTRACTING PARTIES. IN WITNESS THEREOF, THIS CONTRACT IS SIGNED ON THE DATE INDICATED BELOW.

**STATE OF LOUISIANA
DEPARTMENT OF HEALTH AND HOSPITALS**

| | |
|------------------|-------------|
| SIGNATURE | DATE |
| | |
| NAME | |
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| SIGNATURE | DATE |
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| NAME | |
| | |
| TITLE | |

This HIPAA Business Associate Addendum is hereby made a part of this contract in its entirety as Attachment ____ to the contract.

1. The Louisiana Department of Health and Hospitals (“DHH”) is a Covered Entity, as that term is defined herein, because it functions as a health plan and as a health care provider that transmits health information in electronic form.
2. Contractor is a Business Associate of DHH, as that term is defined herein, because contractor either: (a) creates, receives, maintains, or transmits PHI for or on behalf of DHH; or (b) provides legal, actuarial, accounting, consulting, data aggregation, management, administrative, accreditation, or financial services for DHH involving the disclosure of PHI.
3. **Definitions:** As used in this addendum –
 - A. The term “HIPAA Rules” refers to the federal regulations known as the HIPAA Privacy, Security, Enforcement, and Breach Notification Rules, found at 45 C.F.R. Parts 160 and 164, which were originally promulgated by the U. S. Department of Health and Human Services (DHHS) pursuant to the Health Insurance Portability and Accountability Act (“HIPAA”) of 1996 and were subsequently amended pursuant to the Health Information Technology for Economic and Clinical Health (“HITECH”) Act of the American Recovery and Reinvestment Act of 2009.
 - B. The terms “Business Associate”, “Covered Entity”, “disclosure”, “electronic protected health information” (“electronic PHI”), “health care provider”, “health information”, “health plan”, “protected health information” (“PHI”), “subcontractor”, and “use” have the same meaning as set forth in 45 C.F.R. § 160.103.
 - C. The term “security incident” has the same meaning as set forth in 45 C.F.R. § 164.304.
 - D. The terms “breach” and “unsecured protected health information” (“unsecured PHI”) have the same meaning as set forth in 45 C.F.R. § 164.402.
4. Contractor and its agents, employees and subcontractors shall comply with all applicable requirements of the HIPAA Rules and shall maintain the confidentiality of all PHI obtained by them pursuant to this contract and addendum as required by the HIPAA Rules and by this contract and addendum.
5. Contractor shall use or disclose PHI solely: (a) for meeting its obligations under the contract; or (b) as required by law, rule or regulation (including the HIPAA Rules) or as otherwise required or permitted by this contract and addendum.
6. Contractor shall implement and utilize all appropriate safeguards to prevent any use or disclosure of PHI not required or permitted by this contract and addendum, including administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the electronic protected health information that it creates, receives, maintains, or transmits on behalf of DHH.
7. In accordance with 45 C.F.R. § 164.502(e)(1)(ii) and (if applicable) § 164.308(b)(2), contractor shall ensure that any agents, employees, subcontractors or others that create, receive, maintain, or transmit PHI on behalf of contractor agree to the same restrictions, conditions and requirements that apply to contractor with respect to such information, and it shall ensure that they implement reasonable and appropriate safeguards to protect such information. Contractor shall take all reasonable steps to ensure that its agents’, employees’ or subcontractors’ actions or omissions do not cause contractor to violate this contract and addendum.
8. Contractor shall, within three (3) days of becoming aware of any use or disclosure of PHI, other than as permitted by this contract and addendum, report such disclosure in writing to the person(s) named in section 14 (Terms of Payment), page 1 of the CF-1. Disclosures which must be reported by contractor include, but are not limited to, any security incident, any breach of unsecured PHI, and any “breach of the security system” as defined in the Louisiana Database Security Breach Notification Law, La.R.S. 51:3071 *et seq.* At the option of DHH, any harm or damage resulting from any use or disclosure which violates this contract and addendum shall be mitigated, to the extent practicable, either: (a) by contractor at its own expense; or (b) by DHH, in which case contractor shall reimburse DHH for all expenses that DHH is required to incur in undertaking such mitigation activities.
9. To the extent that contractor is to carry out one or more of DHH’s obligations under 45 C.F.R. Part 164, Subpart E, contractor shall comply with the requirements of Subpart E that apply to DHH in the performance of such obligation(s).

10. Contractor shall make available such information in its possession which is required for DHH to provide an accounting of disclosures in accordance with 45 CFR § 164.528. In the event that a request for accounting is made directly to contractor, contractor shall forward such request to DHH within two (2) days of such receipt. Contractor shall implement an appropriate record keeping process to enable it to comply with the requirements of this provision. Contractor shall maintain data on all disclosures of PHI for which accounting is required by 45 CFR § 164.528 for at least six (6) years after the date of the last such disclosure.
11. Contractor shall make PHI available to DHH upon request in accordance with 45 CFR § 164.524.
12. Contractor shall make PHI available to DHH upon request for amendment and shall incorporate any amendments to PHI in accordance with 45 CFR § 164.526.
13. Contractor shall make its internal practices, books, and records relating to the use and disclosure of PHI received from or created or received by contractor on behalf of DHH available to the Secretary of the U. S. DHHS for purposes of determining DHH's compliance with the HIPAA Rules.
14. Contractor shall indemnify and hold DHH harmless from and against any and all liabilities, claims for damages, costs, expenses and attorneys' fees resulting from any violation of this addendum by contractor or by its agents, employees or subcontractors, without regard to any limitation or exclusion of damages provision otherwise set forth in the contract.
15. The parties agree that the legal relationship between DHH and contractor is strictly an independent contractor relationship. Nothing in this contract and addendum shall be deemed to create a joint venture, agency, partnership, or employer-employee relationship between DHH and contractor.
16. Notwithstanding any other provision of the contract, DHH shall have the right to terminate the contract immediately if DHH determines that contractor has violated any provision of the HIPAA Rules or any material term of this addendum.
17. At the termination of the contract, or upon request of DHH, whichever occurs first, contractor shall return or destroy (at the option of DHH) all PHI received or created by contractor that contractor still maintains in any form and retain no copies of such information; or if such return or destruction is not feasible, contractor shall extend the confidentiality protections of the contract to the information and limit further uses and disclosure to those purposes that make the return or destruction of the information infeasible.

SAMPLE COST TEMPLATE

Proposers must complete a cost proposal in the following format to be considered for award. Failure to complete will result in the disqualification of the proposal.

Instructions:

Proposal shall include all anticipated costs of successful implementation of all deliverables outlined in the RFP. This rate shall be fully burdened with all costs for the provision of services. Cost templates must be completed for all 3 contract years.

| Year 1 | Total |
|--|-------|
| Travel: To support market research, public relations and other contract events and activities | |
| | |
| Operating Services/Supplies | |
| Collateral Pieces (brochures, handouts, etc.) | |
| Website Development & Maintenance | |
| Materials Storage and Distribution | |
| | |
| Professional Services | |
| Project Administration | |
| Media Placements | |
| Media Production | |
| Outreach, Sponsorships, Public Relations, Social Media, Special Events, Sponsor Development, | |
| Market Research, Monitoring & Evaluation | |
| | |
| Miscellaneous postage, fedex, etc. | |
| | |
| TOTAL Year 1 | |
| | |
| Year 2 | Total |
| Travel: To support market research, public relations and other contract events, and activities | |
| | |
| Operating Services/Supplies | |
| Collateral Pieces (brochures, handouts, etc.) | |
| Website Development & Maintenance | |
| Materials Storage and Distribution | |
| | |
| Professional Services | |
| Project Administration | |
| Media Placements | |
| Media Production | |
| Outreach, Sponsorships, Public Relations, Social Media, Special Events, Sponsor Development, | |
| Market Research, Monitoring & Evaluation | |
| | |
| Miscellaneous postage, fedex, etc. | |
| | |
| TOTAL Year 2 | |

| Year 3 | Total |
|--|-------|
| Travel: | |
| To support market research, public relations and other contract events, and activities | |
| | |
| Operating Services/Supplies | |
| Collateral Pieces (brochures, handouts, etc.) | |
| Website Development & Maintenance | |
| Materials Storage and Distribution | |
| | |
| Professional Services | |
| Project Administration | |
| Media Placements | |
| Media Production | |
| Outreach, Sponsorships, Public Relations, Social Media, Special Events, Sponsor Development, | |
| Market Research, Monitoring & Evaluation | |
| | |
| Miscellaneous | |
| postage, fedex, etc. | |
| | |
| TOTAL Year 3 | |

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Regional Map



**DEPARTMENT OF HEALTH
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