

REQUEST FOR PROPOSALS

For

**CONSULTING SERVICES TO SUPPORT THE
IMPLEMENTATION OF THE LOUISIANA EMERGENCY
RESPONSE NETWORK (LERN) STRATEGIC PLAN**



RFP #: 3000007170

Proposal Due Date/Time: MARCH 3, 16:30

**State of Louisiana
Department of Health –
Louisiana Emergency Response Network**

**RFP Issuance Date
January 31, 2017**

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REQUEST FOR PROPOSAL FOR

CONSULTING SERVICES TO SUPPORT THE IMPLEMENTATION OF THE LOUISIANA EMERGENCY RESPONSE NETWORK (LERN) STRATEGIC PLAN

PART I: ADMINISTRATIVE AND GENERAL INFORMATION

1.1 Purpose

- A. The purpose of this Request for Proposal (RFP) is to obtain competitive proposals from qualified Proposers who are interested in providing a broad array of consulting services including but not limited to:

National Best Practice Research	Organizational Development	Project Management
Strategic Planning	Facilitation/Problem Solving	Consultative Services
Outreach Services	Grant Acquisition	Research Analysis
Report Development	Operational Planning	Public Policy
Emergency Response Planning		

- B. A contract is necessary to provide the LERN Board and staff with the expertise required to support planning and implementation progress of LERN'S Strategic Plan.

1.2 Background

- A. The mission of the Louisiana Department of Health (LDH) 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 Louisiana Department of Health 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.
- B. The mission of the Louisiana Emergency Response Network (LERN) is to defend the public health, safety, and welfare by protecting the people of the state of Louisiana from unnecessary deaths and morbidity due to trauma and time sensitive illness.
- C. ACT 248 of the 2004 Regular Session of the Louisiana Legislature (R.S. 40:2841-2846) placed the LERN within the Department of Health.
- D. LERN is governed by a 28 member board which is charged with developing a statewide trauma system in a manner to properly integrate its functions with local public health systems which include the Louisiana Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP).

- E. When fully developed and operational, LERN will be a state-of-the-art network of healthcare providers, protocols and systems organized to address the daily demands of trauma care in Louisiana, deployed across planning regions (called Regional Commissions) and ever ready to serve as a vital healthcare resource in the face of larger scale emergencies and natural disasters.
- F. The primary partner/stakeholders in the development of this system are: hospitals, Emergency Medical Services (EMS), the Bureau of EMS, GOHSEP, ESF-8 Network, and legislators.
- G. Since LERN's establishment 12 years ago, there has been tremendous progress. Specifically, since 2012 there have been three additional verified trauma systems added to the state for a total of 5 state designated centers. There are two level I trauma centers and three level 2 trauma centers in the state. The Board established requirements for the STEMI and Stroke system and promulgated rules for each system. Key progress in the area of with All Disasters Response is also of significance. LERN assists in everything from small scale Mass Casualty Events via routing patients to definitive care, sending electronic notifications via collaboration with the Designated Regional Coordinator Network (DRC Network) to larger events by leading the Emergency Medical Services Tactical Operations Unit (EMS-TOC).
- H. LERN operates a communication center 24/7/365. This center is staffed by nationally certified paramedics who route trauma, stroke, and STEMI patients to hospitals based on protocols adopted by the LERN Board. In 2015, the center routed 16,651 patients to definitive care.
- I. LERN is staffed with 7 full time FTE's. It is a very small staff responsible for an expansive mission. For this RFP, the request is for assistance with implementation and further development of the LERN 5 year plan and for the provision an array of management skills and abilities necessary to properly execute LERN's statutory mission

1.3 Goals and Objectives

The agency desires to establish, obtain, and receive:

Goal I

Build a consensus of support among key stakeholders for the development and maintenance of an ideal statewide network of designated trauma centers in Louisiana.

Objective:

Establishment of at least one designated Trauma Center in every region of the state by 2021.

Strategies:

Contractor Shall:

- A. Attend annual strategic prioritization workshops to further develop LERN's strategic priorities – utilizing available guidance from the American College of Surgeons (ACS) and ongoing best practices research.
- B. Assist with strategies to increase the number of state designated Level 2 and Level 3 trauma centers in the state. Engage stakeholders at the community, regional, and state level.

- C. Provide staffing support as indicated by the Executive Director in order to implement the strategic plan.

Performance Indicator:

Number of designated trauma centers in the state.

Goal II

Strengthen the Sustainability of LERN's Mission, Including the Effective Administration of State Office Operations and the Development of an Ideal Statewide Network for Trauma, Stroke, STEMI and All Disaster Response.

Objective:

Develop and implement a communications plan to ensure the mission and work of LERN is understood by citizens and stakeholders.

Strategies:

Contractor Shall:

- A. Assist in the development of legislative education and awareness strategies that demonstrate LERN's current value.
- B. Pursue, as opportunities arise, specific administrative and/or legislative changes that secure recurring, alternative funding.
- C. Provide staff to assist with the development and distribution of stakeholder communications including management of our website content and development of collateral materials (electronic and hardcopy) in order to keep all stakeholders aware of system progress/updates.

Performance Indicators:

Issuance of quarterly newsletters, annual report, and quarterly website maintenance. Non-state dollars generated to support LERN activities.

1.4 Term of Contract

The term of any contract resulting from this RFP shall begin on or about April 1, 2017 and is anticipated to end on March 31, 2020. The State shall have the right to contract for up to thirty-six (36) months with the concurrence of the Contractor and all appropriate approvals.

1.5 Definitions

A. Agency- Any department, commission, council, board, office, bureau, committee, institution, agency, government, corporation, or other establishment of the executive branch of this state authorized to participate in any contract resulting from this solicitation.

B. Board – Louisiana Emergency Response Network Board

C. Contractor – Any person having a contract with a governmental body; the selected proposer.

D. Department or LDH – Louisiana Department of Health

E. Discussions - For the purposes of this RFP, a formal, structured means of conducting written or oral communications/presentations with responsible Proposers who submit proposals in response to this RFP.

F. DOA - Division of Administration

G. GOHSEP – Governor's Office of Homeland Security and Emergency Preparedness

G. JCLB – Joint Legislative Committee on Budget

H. LERN – Louisiana Emergency Response Network

I. Level II Trauma Center is able to initiate definitive care for all injured patients. Elements of Level II Trauma Centers include: 24/hour immediate coverage by general surgeons, as well as coverage by the specialties of orthopedic surgery, neurosurgery, anesthesiology, emergency medicine, radiology and critical care.

J. Level III Trauma Center has demonstrated an ability to provide prompt assessment, resuscitation, surgery, intensive care and stabilization of injured patients and emergency operations. Elements of the Level III Trauma Centers include: 24/hour immediate coverage by emergency medicine physicians and the prompt availability of general surgeons and anesthesiologists. They do not have to have neurosurgical coverage. Has developed transfer agreements for patients requiring more comprehensive care at a Level I or II Trauma Center.

K. Louisiana Emergency Response Network – The statewide system of regional trauma-patient care that is an organized, seamless, coordinated effort among each component of care including pre-hospital, acute care, post-acute care, rehabilitation, and injury prevention in a defined geographic area which provides access to local health systems for time-sensitive patient care treatment and is integrated with local public health systems and the Governor's Office of Homeland Security and Emergency Preparedness.

L. May and Can- The terms “may” and “can” denote an advisory or permissible action.

M. Must - The term “must” denotes mandatory requirements.

N. Original – Must be signed in ink

O. OSP – Office of State Procurement

P. Proposer – A firm or individual who responds to this RFP.

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

R. Regional Commissions - LERN is organized into nine geographic regions, and our efforts in each region are guided by a Regional Commission – member advisory board of key trauma and time sensitive illness stakeholders.

S. RFP – Request for Proposal

T. Should – The term “should” denotes a desirable action.

U. State- The State of Louisiana

V. STEMI – ST Elevated Myocardial Infarction

W. TPA – Tissue Plasminogen Activator

X. Shall and Will- The terms “shall” and “will” denote mandatory requirements.

1.6 Schedule of Events

<u>Event</u>	<u>Date</u>
RFP advertised in newspapers and post to LaPac	Tuesday, January 31, 2017
Deadline for receipt for written inquiries	Tuesday, February 7, 2017 by 16:30
Deadline to answer written inquiries	Tuesday, February 14, 2017 by 16:30
Deadline for receipt of proposals	Friday, March 3, 2017 by 16:30
Notice of Intent to award announcement, and 14-day protest period begins, on or about	Friday, March 31, 2017
Contract execution, on or about	April 1, 2017

NOTE: The State of Louisiana reserves the right to revise this schedule. Revisions, if any, before the Proposal Submission Deadline will be formalized by the issuance of an addendum to the RFP.

1.7 Proposal Submittal

Firms or individuals who are interested in providing services requested under this RFP must submit a proposal containing the mandatory information specified in the section. The proposal must be received in hard copy (printed) version by the RFP Coordinator on or before 16:30 Central

Daylight Time on the date specified in 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. FAX or e-mail submissions shall not be acceptable. Proposers mailing their proposals should allow sufficient mail delivery time to ensure receipt of their proposal by the time specified. The proposal package must be delivered at the Proposer's expense to:

Louisiana Emergency Response Network

C/O: Jasmine Jackson

14141 Airline Highway, Building 1, Suite B

Baton Rouge, LA 70817

For courier delivery, the street address is 14141 Airline Highway, Building 1, Suite B, Baton Rouge, LA 70817 and the telephone number is (225)756-3440. The responsibility solely lies with each proposer to ensure their proposal is delivered at the specified place and prior to the deadline for submission. Proposals received after the deadline will not be considered.

1.8 Qualification for Proposer

1.8.1 Desirable Qualifications:

It is desirable that Proposers should meet the following qualifications prior to the deadline for receipt of proposals:

- Ten (10) years project management experience in the health care sector.
- Five (5) years of experience with organizational design and development with an emphasis on performance improvement initiatives.
- (5) years of experience with grant writing and grant management.
- Ten (10) years experience in managing and directing large-scale public sector projects.
- (5) Years Public relations, consensus building abilities and community outreach skills as evidenced by references
- (5) Years in change management experience
- Contract negotiation experience

1.8.2 Desirable Proposed Staff Qualifications:

It is desirable that the proposed staff have the following qualifications and experience.

For the Consultant:

- Ten (10) years' experience in managing and directing large-scale public sector projects.
- Five (5) years experience in public relations and community outreach skills as evidenced by references
- Five (5) years experience in Consensus building abilities
- Five (5) years experience in Change management experience
- Five (5) years experience in Contract negotiation experience
- Public sector experience

For the Administrative Staff:

- 2 years' experience in logistical support to consultants,
- scheduling and managing meetings
- preparing documents to support project needs,
- Coordinating communication efforts.

1.9 Proposal Response Format

Proposals submitted for consideration should include an item-by-item response and should follow the format and order of presentation described below:

NOTE: 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.

A. Cover Letter

A cover letter should be submitted on the Proposer's official business letterhead explaining the intent of the Proposer.

B. Table of Contents

The proposal should be organized in the order contained below.

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

C. Executive Summary

This section serves to introduce the scope of the proposal. It shall include administrative information including, Proposer contact name and phone number, and the stipulation that the proposal is valid for a time period of at least 90 calendar days from the date of submission. This section should also include a summary of the Proposer's qualifications and ability to meet the State agency's overall requirements in the timeframes set by the agency.

The executive summary should include a positive statement of compliance with the contract terms, see Sample Contract, Attachment II. If the Proposer cannot comply with any of the contract terms, an explanation of each exception should be supplied. The Proposer should address the specific language in the Sample Contract, Attachment II and submit whatever exceptions or exact

contract modifications that its firm may seek. While final wording will be resolved during contract negotiations, the intent of the provisions will not be substantially altered.

D. Company Background and Experience

The Proposers should give a brief description of their company including brief history, corporate or organization structure, number of years in business, and copies of its latest financial statement, preferably audited.

This section should provide a detailed discussion of the Proposer's prior experience in working on projects similar in size, scope, and function to the proposed contract. Proposers should describe their experience in other states or in corporate and governmental entities of comparable size and diversity with references from previous clients including names and telephone numbers.

Proposers should clearly describe their ability to exceed the desired qualifications described in the Desirable Qualifications for Proposer section.

E. Approach and Methodology

Proposals should include enough information to satisfy evaluators that the Proposer has the appropriate experience, knowledge and qualifications to perform the scope of services as described herein. Proposers should respond to all requested areas.

The Proposer 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.
- 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.
- Define its functional approach in providing services and identifying the tasks necessary to meet the RFP requirements of the provision of services.
- Provide a proposed Project Work Plan that reflects the approach and methodology, tasks and services to be performed, deliverables, timetables, and staffing.
- Present innovative concepts for consideration.

F. Proposed Staff Qualifications

The Proposer should provide detailed information about the experience and qualifications of the Proposer's assigned personnel considered key to the success of the project.

This information should include education, training, technical experience, functional experience, specific dates and names of employers, relevant and related experience, past and present projects with dates and responsibilities and any applicable certifications. This should also specifically include the role and responsibilities of each person on this project, their planned level of effort, their anticipated duration of involvement, and their on-site availability. Customer references (name, title, company name, address, and telephone number) should be provided for the cited projects in the individual resumes.

Proposers should clearly describe their ability to exceed the desired qualifications described in the Desirable Staff Qualifications for Proposer section.

G. Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Participation

Participation of Veteran Initiative and Hudson Initiative small entrepreneurship 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 entrepreneurship 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 <http://smallbiz.louisianaeconomicdevelopment.com>

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

If a proposer is certified as a Hudson **and** a Veteran small entrepreneurship, the maximum points to be reserved is ten percent (10%) of the total evaluation points.

If a proposer is not a certified Hudson or Veteran small entrepreneurship as described herein, but plans to use certified Hudson or Veteran small entrepreneurship, proposer shall include in its 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.

Reserved points shall be added to the applicable proposer's evaluation score as

follows:

Proposer Status and Reserved Points

Proposer is a certified La Vet or Hudson small entrepreneurship: Full amount of the reserved points.

Proposer is not a certified LaVet or Hudson small entrepreneurship but has engaged one or more LaVet or Hudson certified small entrepreneurship to participate as subcontractors.

Points will be allocated based on the following criteria:

- the number of LaVet and Hudson certified small entrepreneurship to be utilized
- the experience and qualifications of the certified LaVet and small entrepreneurship(s)
- the anticipated earnings to accrue or the percentage of work subcontracted to the certified LaVet and Hudson small entrepreneurship(s)

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 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 <http://legis.la.gov/lss/lss.asp?doc=96265>. The rules for the Veteran Initiative (LAC 19:VII. Chapters 11 and 15) 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 entrepreneurship may be obtained from the Louisiana Economic Development Certification System at <http://smallbiz.louisianaeconomicdevelopment.com>. 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?quest_user=self_reg may be accessed from the State of Louisiana Procurement and Contract (LaPAC) Network <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.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

H. Cost Proposal

The Proposer shall provide the total cost for the three-year term, including but not limited to travel and project expenses, for providing all services described in the RFP. 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. The proposer should complete Attachment V to identify staff classifications that will be used, their associated hourly rates, the number of hours to be worked each year by each staff classification, as well as the direct and indirect costs to be reimbursed, for each year of the three-year contract, Proposer shall submit the breakdown in a similar format to the attached sample cost template form (See Attachment IV) for each year of the contract to demonstrate how cost was determined.

I. Certification Statement

The Proposer must sign, in ink, and submit Attachment I, the Certification Statement.

- It is highly advisable that proposers register as a vendor with the Louisiana Procurement and Contract Network (LaPAC) prior to submitting their proposal, and must include their vendor number on the Certification Statement. Information on registration may be found at <https://wwwcfprd.doa.louisiana.gov/osp/lapac/Vendor/VndPubMain.cfm?tab=2>.

J. Outsourcing of Key Internal Controls:

NOT APPLICABLE FOR THIS SOLICITATION

1.10 Number of Copies of Proposals

- 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 six (6) hard copies of the proposal. Proposer may 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.

1.11 Technical and Cost Proposals

The State requests the following:

- One (1) Original (clearly marked "Original") and (2) numbered copies of the **technical proposal**. All should be clearly marked technical proposal.
- One (1) Original (clearly marked "Original") and (2) numbered copies of the **cost proposal**. All should be clearly marked cost proposal.

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.

1.12 Legibility/Clarity

Responses to the requirements of this RFP in the formats requested are desirable with all questions answered in as much detail as practicable. The Proposer's response should demonstrate an understanding of the requirements. Proposals prepared simply and economically, providing a straightforward, concise description of the Proposer's ability to meet the requirements of the RFP are also desired. Each Proposer shall be solely responsible for the accuracy and completeness of its proposal.

1.13 Confidential Information, Trade Secrets, and Proprietary Information

All financial, statistical, personal, technical and other data and information relating to the State's operation which are designated confidential by the State 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 the State. The identification of all such confidential data and information as well as the State's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by the State 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 the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of the State, 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.

Under no circumstance shall the contractor discuss and/or release information to the media concerning this project without prior express written approval of the [state agency].

Only information which is in the nature of legitimate trade secrets or non-published financial data shall 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 shall be rejected without further consideration or recourse.

1.14 Proposal Clarifications Prior to Submittal

1.14.1 Pre-proposal Conference

NOT REQUIRED FOR THIS SOLICITATION.

1.14.2 Proposer Inquiries

Written questions regarding RFP requirements or Scope of Services must be submitted to the RFP coordinator listed below.

Jasmine Jackson

Administrative Assistant

14141 Airline Highway, Building 1, Suite B

(225)756-3440

Jasmine.Jackson3@La.Gov

The State will consider written inquiries and requests for clarification of the content of this RFP received from potential Proposers. Written inquiries must be received by 16:30 CT on the date specified in the Schedule of Events. The State shall reserve the right to modify the RFP should a change be identified that is in the best interest of the State.

Official responses to all questions submitted by potential Proposers will be posted by [Date] at <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>

Only Paige Hargrove, LERN Executive Director or her designee has the authority to officially respond to a Proposer's questions on behalf of the State. Any communications from any other individuals shall be not binding to the State.

1.14.3 Blackout Period

The blackout period is a specified period of time during a competitive sealed procurement process in which any Proposer, bidder, or its agent or representative, is prohibited from communicating with any state employee or contractor of the State involved in any step in the procurement process about the affected procurement. The blackout period applies not only to state employees, but also to any contractor of the State. "Involvement" in the procurement process includes but may not be limited to project management, design, development, implementation, procurement management, development of specifications, and evaluation of proposals for a particular procurement. All solicitations for competitive sealed procurements will identify a designated contact person, as per Proposer Inquiries section of this RFP. All communications to and from potential Proposers, bidders, vendors and/or their representatives during the blackout period must be in accordance with this solicitation's defined method of communication with the designated contact person. The blackout period will begin upon posting of the solicitation. The blackout period will end when the contract is awarded.

In those instances in which a prospective Proposer is also an incumbent contractor, the State and the incumbent contractor may contact each other with respect to the existing contract only. Under no circumstances may the State and the incumbent contractor and/or its representative(s) discuss the blacked-out procurement.

Any bidder, Proposer, or state contractor who violates the blackout period may be liable to the State in damages and/or subject to any other remedy allowed by law.

Any costs associated with cancellation or termination will be the responsibility of the Proposer or bidder.

Notwithstanding the foregoing, the blackout period shall not apply to:

- A protest to a solicitation submitted pursuant to La. R.S. 39:1671;

- Duly noticed site visits and/or conferences for bidders or Proposers;
- Oral presentations during the evaluation process
- Communications regarding a particular solicitation between any person and staff of the procuring agency provided the communication is limited strictly to matters of procedure. Procedural matters include deadlines for decisions or submission of proposals and the proper means of communicating regarding the procurement, but shall not include any substantive matter related to the particular procurement or requirements of the RFP

1.15 Error and Omissions in Proposal

The State reserves the right to seek clarification of any proposal for the purpose of identifying and eliminating minor irregularities or informalities.

1.16 Changes, Addenda, Withdrawals

The State reserves the right to change the schedule of events or revise any part of the RFP by issuing an addendum to the RFP at any time. Addenda, if any, will be posted at <https://www.cfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>

It shall be the responsibility of the Proposer to check the website for addenda to the RFP.

1.17 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 withdraw a proposal, a written request signed by the authorized representative of the Proposer must be submitted to the RFP coordinator identified in the RFP.

1.18 Waiver of Administrative Informalities

The State shall reserve the right, at its sole discretion, to waive minor administrative informalities contained in any proposal.

1.19 Proposal Rejection/RFP Cancellation

Issuance of this RFP in no way shall constitute a commitment by the State to award a contract. The State shall reserve the right to accept or reject, in whole or part, all proposals submitted and/or cancel this RFP if it is determined to be in the State's best interest.

1.20 Ownership of Proposal

All materials submitted in response to this RFP shall become the property of the State. Selection or rejection of a proposal shall not affect this right.

1.21 Cost of Offer Preparation

The State shall not be liable for any costs incurred by proposers prior to issuance of or entering into a contract. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the Proposer in responding to this RFP shall be entirely the responsibility of the Proposer and shall not be reimbursed in any manner by the State.

1.22 Taxes

Contractor shall be responsible for payment of all applicable taxes from the funds to be received under contract awarded from this RFP.

1.23 Determination of Responsibility

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

- Has adequate financial resources for performance, or has the ability to obtain such resources as required during performance;
- Has the necessary experience, organization, technical qualifications, skills, and facilities, or has the ability to obtain them;
- 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
- 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.

1.24 Use of Subcontractors

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, shall acknowledge in their proposals total responsibility for the entire contract.

If the proposer intends to subcontract for portions of the work, the proposer shall 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.

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 State.

1.25 Written or Oral Discussions/Presentations

The State, at its sole discretion, may require all proposers reasonably susceptible of being selected for the award to provide an oral presentation of how they propose to meet the agency's program objectives. Commitments made by the Proposer at the oral presentation, if any, will be considered binding. If oral presentations are done, the scores may be adjusted based on the original evaluation criteria.

1.26 Acceptance of Proposal Content

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 rejected from further consideration.

1.27 Evaluation and Selection

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

1.28 Best and Final Offers (BAFO)

The State reserves the right to conduct a BAFO with one or more Proposers identified by the evaluation committee to be reasonably susceptible of being selected for an award. If conducted, the Proposers selected will receive written notification of their selection, a list of specific items to address in the BAFO, and instructions for submittal. The BAFO negotiation may be used to assist the State in clarifying the scope of work or to obtain the most cost effective pricing available. The written invitation to participate in a BAFO will not obligate the State to a commitment to enter into a contract.

The written invitation to participate in BAFO will not obligate the state to a commitment to enter into a contract.

1.29 Contract Award and Execution

The State reserves the right to enter into a contract based on the initial offers received without further discussion of the proposals submitted. The State reserves the right to contract for all or a partial list of services offered in the proposals.

The RFP, including any addenda added, and the selected proposal shall become part of the contract initiated by the State.

The selected Proposer shall be expected to enter into a contract that is substantially the same as the Sample Contract, **Attachment II**. A Proposer shall not submit its own standard contract terms and conditions as a response to this RFP. The Proposer should submit in its proposal any exceptions or contract deviations that its firm wishes to negotiate. Negotiations may coincide with the announcement of the selected Proposer.

If the contract negotiation period exceeds 10 business days, or if the selected Proposer fails to sign the final contract within 10 business days of delivery, the State may elect to cancel the award and award the contract to the next-highest-ranked Proposer.

1.30 Notice of Intent to Award

The Evaluation Team shall 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.

The State will notify the successful Proposer and proceed to negotiate terms for final contract. Unsuccessful proposers will be notified in writing accordingly.

The proposals received (except for that information appropriately designated as confidential in accordance with R.S. 44.1 et seq), selection memorandum, list of criteria used with the weight assigned each criteria, scores of each proposal considered along with a summary of scores, 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.

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 calendar days after the award has been announced by the agency.

The award of a contract shall be subject to the approval of the Division of Administration, Office of State Procurement.

1.31 Right to Prohibit Award

In accordance with the provisions of R.S. 39:2192, any public entity shall be authorized to reject a proposal from, or not award a 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 RFP awarded under the laws governing public contracts under the provisions of Chapter 10 of Title 38 of the Louisiana Revised Statutes of 1950, and all contracts under Title 39, Chapter 17 of the Louisiana Procurement Code, including contracts for professional, personal, consulting, and social services.

1.32 Insurance Requirements for Contractors

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 Worker's Compensation coverage only.

Contractor's Insurance: The Contractor shall not commence work under this contract until he has obtained all insurance required herein. Certificates of Insurance, shall be filed with the State of Louisiana for approval prior to commencement of work. The Contractor shall not allow any sub-contractor to commence work on his subcontract until all similar insurance required for the subcontractor has been obtained and approved. In the event of a claim or dispute of a claim, the State reserves the right to request copies of insurance policies. Said policies shall not hereafter

be canceled, permitted to expire, or be changed without thirty (30) calendar days' notice in advance to the State of Louisiana and consented to by the State of Louisiana in writing and the policies shall so provide.

Compensation Insurance: Before any work is commenced, the Contractor shall maintain during the life of the contract, Workers' Compensation Insurance for all of the Contractor's employees employed at the site of the project. 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.

Commercial General Liability Insurance: The Contractor shall maintain during the life of the contract such Commercial General Liability Insurance which shall protect him, the State, 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 himself 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 State. Such insurance shall name the State as additional insured for claims arising from or as the result of the operations of the Contractor or his 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.

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 there under, unless such coverage is included in insurance elsewhere specified.

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.

1.33 Indemnification and Limitation of Liability

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 Contract.

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.

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.

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.

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.

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.

1.34 Payment

Payment terms shall be negotiated with the successful Proposer.

Payments are predicated upon successful completion and written approval by the Board Chairman or his/her designee of the described tasks and deliverables as provided in Sections 2.3 Deliverable and 2.4 Technical requirements (as applicable). Payment will be made only after LERN Board Chairman or his/her designee approves the invoice for payment. The State will make every reasonable effort to make payments within 30 calendar days of an approved invoice that falls under a valid contract.

The contractor shall submit deliverables in accordance with established timelines and shall submit itemized invoices monthly or as defined in the contract terms. Contractor will not be paid more than the maximum amount of the contract. Continuation of payment is dependent upon available funding.

During the execution of tasks contained in the Scope of Services, the Contractor may submit invoices, not more frequently than monthly. The payment terms shall be as follows:

Payments to the Contractor for services rendered for this Project shall be based on a certified and itemized invoice showing line item costs incurred. Any labor charges for approved services shall include the names of the employees, their classification, and the time worked. **These shall be reimbursed at the approved billable rate for that classification established from the Contractor's Proposal.** These rates shall be used for the duration of the Contract. Travel shall be reimbursed according with the State Travel Regulations. State will allow adjustments for travel and other detailed costs between Tasks, up to the maximum established from the Contractor's proposed costs.

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.

1.35 Termination

1.35.1 Termination of the Contract for Cause

State may terminate this Contract for cause based upon the failure of the Contractor to comply with the terms and/or conditions of the Contract; provided the State shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) calendar 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) calendar 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.

1.35.2 Termination of the Contract for Convenience

The State may terminate the Contract at any time without penalty by giving thirty (30) calendar 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.

1.35.3 Termination for Non-Appropriation of Funds

The continuation of this contract shall be 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.

1.36 Assignment

No contractor shall assign any interest in this contract by assignment, transfer, or novation, without prior written consent of the State. This provision shall not be construed to prohibit the contractor from assigning to a bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the State.

1.37 Right to Audit

The State Legislative Auditor, internal auditors of the Division of Administration, agency auditors, and if applicable, federal auditors shall be entitled to audit the books and records of a contractor or any subcontractor under any negotiated contract or subcontract to the extent that such books and records relate to the performance of such contract or subcontract. Such books and records shall be maintained by the contractor for a period of five (5) years from the date of final payment under the prime contract and by the subcontractor for a period of five (5) years from the date of final payment under the subcontract.

1.38 Civil Rights Compliance

The contractor agrees to abide by the requirements of the following as applicable: Title VI of the Civil Rights Act of 1964 and Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972, Federal Executive Order 11246 as amended, the 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 Discrimination Act of 1975, the Fair Housing Act of 1968 as amended, and contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990.

Contractor agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, sexual orientation, national origin, veteran

status, political affiliation, disability, or age in any matter relating to employment. 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.

1.39 Record Ownership

All records, reports, documents, or other material related to any contract resulting from this RFP and/or obtained or prepared by the Contractor in connection with the performance of the services contracted for herein shall become the property of the State and shall, upon request, be returned by the Contractor to the State, at the Contractor's expense, at termination or expiration of the contract.

1.40 Entire Agreement/ Order of Precedence

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

In the event of any inconsistent or incompatible provisions, this signed agreement (excluding the RFP and the Contractor's proposal) shall take precedence, followed by the provisions of the RFP, and then by the terms of the Contractor's proposal.

1.41 Contract Modifications

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 shall be binding on any of the parties.

1.42 Substitution of Personnel

The Contractor's personnel assigned to this Contract shall not be replaced without the prior written consent of the State. Such consent shall not be unreasonably withheld or delayed provided an equally qualified replacement is offered. In the event that any State or Contractor personnel become unavailable due to resignation, illness, or other factors, excluding assignment to a project outside this contract, outside of the State's or Contractor's reasonable control, as the case may be, the State or the Contractor shall be responsible for providing an equally qualified replacement in time to avoid delays in completing tasks. The contractor will make every reasonable attempt to assign the personnel listed in his proposal.

1.43 Governing 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.

1.44 Claims or 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.

1.45 Code of Ethics

Proposers shall be responsible for determining that there will be no conflict or violation of the Louisiana Ethics Code if their company is awarded the contract. The Louisiana Board of Ethics shall be 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.

1.46 Corporate Requirements

If the contractor is a corporation not incorporated under the laws of the State of Louisiana, the contractor shall have obtained a certificate of authority pursuant to R. S. 12:301-302 from the Louisiana's Secretary of State. 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 Louisiana's Secretary of State.

PART II: SCOPE OF WORK/SERVICES

2.1 Scope of Work

Project Overview

The scope of services required in response to this RFP include research of best practices for the state trauma/time sensitive network and further development/refinement of the LERN strategic plan (Attachment III). The scope also includes staff augmentation to support LERN in the implementation of strategic and operational plans and to support LERN in the subsequent deployment of statewide initiatives. The successful contractor will bring its experiences in systems development involving the healthcare and public sector. The scope of consulting services will require planning support in the following areas:

Strategic Planning

Systems Development

National Best Practices Research

Registry Development

Grant Acquisition

Communications Plan

Customer/Stakeholder Engagement Plan

Project Management

2.2 Task and Services

Consulting Services

Consulting Support and Strategic Planning for Ongoing Implementation of the Louisiana Emergency Response Network Envisioned by La. R.S. 40:2841-2846, Guided by National Best Practices Research. Assist with and provide support for coalition building throughout the state in support of the implementation current strategic priorities and future strategies.

The Contractor will provide ongoing organizational development and consulting services in support of the LERN board, Regional Commissions and staff leadership to facilitate ongoing implementation of LERN's current strategic priorities, as may be applicable to the LERN Board, LERN staff, LERN commissions, and LERN stakeholders, as requested and as a supplement to LERN's limited human resources.

Facilitating and documenting LERN board, staff, commission and/or stakeholder action planning sessions to support effective implementation the Strategic Plan. Provide meeting facilities, audiovisual equipment and materials for action planning sessions as requested by LERN Executive Director.

Follow up consulting, facilitation and project management services as required by the LERN board and staff leadership to support development and implementation of LERN board, staff, commission and/or stakeholder activities and projects initiated to further the development of Louisiana statewide trauma, stroke and STEMI systems and All Disaster Response.

Developing and presenting progress reports, as requested, to LERN on implementation of LERN priorities and the Strategic Plan.

Organizational development/consultations to support the building and refining of LERN organizational staffing and operational structures.

Advise, direct and assist with LERN coalition building throughout the state to support implementation of the Strategic Plan and future strategies. Those entities to be sought for coalition building include but are not limited to sources for all available appropriate public and all available appropriate public and private federal grants, donations or gifts of monies or services from any available source, as LERN is required to seek pursuant to La. R.S. 40:2845(B)(4).

Assist with and support the development of multiple communication messages and vehicles throughout the state directed at educating the public, hospitals, and EMS on the components of the trauma, stroke and STEMI systems.

Maximize work with staff, Board and stakeholders to maximize effectiveness, in coalition building and communication.

Develop a written State Trauma System Plan.

Other duties as assigned by LERN Board.

2.3 Deliverables

- Attendance at every executive committee meeting and board meeting to facilitate discussion and decision making as it relates to strategic planning.

- On-going evaluation and implementation of strategic plans in conjunction with the LERN Executive Director. Submit written reformatted and updated LERN Strategic Plan annually.
- Submit written annual report capturing previous FY activity/progress for Trauma, Stroke, STEMI, and All Disaster Response.
- State Trauma Plan submitted to the Board for approval by end of CY 2018
- Communications plan to include quarterly newsletter for LERN Stakeholders and website maintenance as indicated.
- Website maintenance quarterly and as directed by the LERN Executive Director

2.4 Technical Requirements

The Contractor must maintain hardware and software compatible with current DHH requirements which are as follows:

- 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.

2.5 Project Requirements

The contractor will be monitored by the Board Chair and/or the LERN Executive Director who will review and approve each plan, report, or other work product.

PART III: EVALUATION

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.

The Evaluation Team will evaluate and score the proposals using the criteria and scoring as follows:

CRITERIA	MAXIMUM SCORE
1. Company Background and Experience	15
2. Approach and Methodology	35
3. Proposed Staff Qualifications	15
4. Louisiana Veteran and/or Hudson Initiative	10
5. Cost	25*
TOTAL SCORE	100

3.1 Cost Evaluation

The Proposer with the lowest total cost for the 3-year term shall receive 25 points Other proposers shall receive cost points based upon the following formula.

$$CCS = (LPC/TCP \times 25)$$

Where: CCS = Computed Cost Score (points) for Proposer being evaluated
 LPC = Lowest Proposed Cost of all Proposers
 TCP = Total Cost of Proposer being evaluated

PART IV: PERFORMANCE STANDARDS

4.1 Performance Requirements

- 100% Attendance at LERN Board Meetings Executive Committee Meetings per posted schedule, unless otherwise directed by the LERN Executive Director
- On-going evaluation of strategic plans in conjunction with the LERN Executive Director. Submit written reformatted and updated LERN Strategic Plan annually.
- Submit written annual report capturing previous FY activity/progress for Trauma, Stroke, STEMI, and All Disaster Response.
- State Trauma Plan submitted to the Board for approval by end of CY 2018
- Communications plan to include quarterly newsletter for LERN Stakeholders

4.2 Performance Measurement/Evaluation/Monitoring Plan

- Attendance record
- Annual written, reformatted and updated strategic plan
- Annual report as indicated above
- Written State Trauma Plan by end of CY 2018
- Quarterly Newsletter

Performance Measures/Evaluation:

Monitoring Plan: The contractor will be monitored by the Board Chair and/or the LERN Executive Director who will review and approve each plan, report, or other work product.

4.3 Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Reporting Requirements

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

ATTACHMENT I: 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. The Proposer should identify the Contact name and fill in the information below: (Print Clearly)

- A. Official Contact Name: _____
- B. E-mail Address: _____
- C. Facsimile Number with area code: () _____
- D. US Mail Address: _____

Proposer shall certify that the above information is true and shall grant permission to the State or Agencies to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer shall certify that:

1. The information contained in its response to this RFP is accurate;
2. Proposer shall comply with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein;
3. Proposer shall accept the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.
4. Proposer's quote shall be valid for at least 90 calendar days from the date of proposal's signature below;
5. Proposer understands that if selected as the successful Proposer, he/she will have 10 business days from the date of delivery of final contract in which to complete contract negotiations, if any, and execute the final contract document.
6. Proposer shall certify, 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>.)

Signature of Proposer or
Authorized Representative _____

Typed or Printed Name: _____

Date: _____

Title: _____

Company Name: _____

Vendor Number: _____ (See Section 1.9 – I. Certification Statement for more information)

Address: _____

City: _____ State: _____ Zip: _____

ATTACHMENT II: SAMPLE CONTRACT

STATE OF LOUISIANA CONTRACT

On this ____ day of _____, 20____, the State of Louisiana, [STATE AGENCY NAME], hereinafter sometimes referred to as the "State", and [CONTRACTOR'S NAME AND LEGAL ADDRESS INCLUDING ZIP CODE], hereinafter sometimes referred to as the "Contractor", do hereby enter into a contract under the following terms and conditions.

1.0 SCOPE OF SERVICES

1.1 CONCISE DESCRIPTION OF SERVICES

[Complete a Concise Description of Services to be provided or Attach Statement of Work]

Define scope of work, services, tasks and services, deliverables, functional requirements, technical requirements or project requirements to be provided by the contractor composed from RFP and Proposers Proposal. May be included in an attachment if detail is lengthy.

1.1.1 GOALS AND OBJECTIVES

[LIST GOALS AND OBJECTIVES OF THIS CONTRACT]

1.1.2 PERFORMANCE MEASURES

The performance of the contract will be measured by the State Project Manager, authorized on behalf of the State, to evaluate the contractor's performance against the criteria in the Statement of Work and are identified as:

[LIST PERFORMANCE MEASURES WHICH SHOULD BE MEASURABLE AND TIME BOUND]

1.1.3 MONITORING PLAN

[Name and Title or Position] will monitor the services provided by the contractor and the expenditure of funds under this contract. *[Name and Title or Position]* will be primarily responsible for the day-to-day contact with the contractor and day-to-day monitoring of the contractor's performance.

1.1.4 DELIVERABLES

The Contract will be considered complete when Contractor has delivered and State has accepted all deliverables specified in the Statement of Work.

1.1.5 Veteran/Hudson Small Entrepreneurship Program Participation

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

1.1.6 SUBSTITUTION OF KEY PERSONNEL

The Contractor's personnel assigned to this Contract shall not be replaced without the written consent of the State. Such consent shall not be unreasonably withheld or delayed provided an equally qualified replacement is offered. In the event that any State or Contractor personnel become unavailable due to resignation, illness, or other factors, excluding assignment to project outside this contract, outside of the State's or Contractor's reasonable control, as the case may be, the State or the Contractor, shall be responsible for providing an equally qualified replacement in time to avoid delays in completing tasks. The contractor will make every reasonable attempt to assign the personnel listed in his proposal.

2.0 ADMINISTRATIVE REQUIREMENTS

2.1 TERM OF CONTRACT

This contract shall begin on *[DATE]* and shall end on *[DATE]*. State has the right to contract for up to a total of three (3) years with the concurrence of the Contractor and all appropriate approvals.

2.2 STATE FURNISHED RESOURCES

State shall appoint a Project Coordinator for this Contract who will provide oversight of the activities conducted hereunder. Notwithstanding the Contractor's responsibility for management during the performance of this Contract, the assigned Project Coordinator shall be the principal point of contact on behalf of the State and will be the principal point of contact for Contractor concerning Contractor's performance under this Contract.

2.3 TAXES

Contractor is responsible for payment of all applicable taxes from the funds to be received under this contract. Contractor's federal tax identification number is _____.

3.0 COMPENSATION, MAXIMUM AMOUNT OF CONTRACT

In consideration of the services required by this contract, State hereby agrees to pay to Contractor a maximum fee of \$ *[TO BE INSERTED]*. Payments are predicated upon successful completion and written approval by the State of the described tasks and deliverables as provided in Section 1, Scope of Services. Payments will be made to the Contractor after written acceptance by the State of the payment task and approval of an invoice. State will make every reasonable effort to make payments within 30 calendar days of the approval of invoice and under a valid contract. Payment will be made only on approval of *(Name of Designee)*.

During the execution of tasks contained in the Statement of Work, the Contractor may submit invoices, not more frequently than monthly. The payment terms are as follows:

(ENTER THE NEGOTIATED HOURLY RATES OR PAYMENT TERMS)

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.

(The following paragraph may be appropriate for some contracts where retainage is withheld. Withholding of retainage is recommended whenever possible.)

Ten percent (10%) of fees approved by State Project Coordinator to be paid shall be withheld as retainage pending successful completion of the contract. Upon completion of all tasks contained in the Statement of Work to the satisfaction of the State, any amounts previously withheld as retainage will be paid.

4.0 TERMINATION

4.1 TERMINATION OF THE CONTRACT 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) calendar 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) calendar 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.

4.2 TERMINATION FOR CONVENIENCE

State may terminate the Contract at any time without penalty by giving thirty (30) calendar 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.

4.3 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.

5.0 INDEMNIFICATION & LIMITATION OF LIABILITY

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 Contract.

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.

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.

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.

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.

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.

6.0 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.

7.0 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.

8.0 ASSIGNMENT

No contractor shall assign any interest in this contract by assignment, transfer, or novation, without prior written consent of the State. This provision shall not be construed to prohibit the contractor from assigning to a bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the State.

9.0 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 five (5) years from the date of the last payment made under this contract. Records shall be made available during normal working hours for this purpose.

10.0 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.

11.0 CONFIDENTIALITY OF DATA

All financial, statistical, personal, technical and other data and information relating to the State's operation which are designated confidential by the State 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 the State. The identification of all such confidential data and information as well as the State's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by the State 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 the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of the State, 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.

12.0 SUBCONTRACTORS

The Contractor may, with prior written permission from the State, enter into subcontracts with third parties for the performance of any part of the Contractor's duties and obligations. In no event shall the existence of a subcontract operate to release or reduce the liability of the Contractor to the State and/or State Agency for any breach in the performance of the Contractor's duties. The contractor will be the single point of contact for all subcontractor work.

13.0 CIVIL RIGHTS COMPLIANCE

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.

Contractor agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, sexual orientation, national origin, veteran status, political affiliation, disability, or age in any matter relating to employment. 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.

14.0 INSURANCE

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 Worker's Compensation coverage only.

Contractor's Insurance: The Contractor shall not commence work under this contract until he has obtained all insurance required herein. Certificates of Insurance, shall be filed with the State of Louisiana for approval prior to commencement of work. The Contractor shall not allow any subcontractor to commence work on his subcontract until all similar insurance required for the subcontractor has been obtained and approved. In the event of a claim or dispute of a claim, the State reserves the right to request copies of insurance policies. Said policies shall not hereafter be canceled, permitted to expire, or be changed without thirty (30) calendar days' notice in advance to the State of Louisiana and consented to by the State of Louisiana in writing and the policies shall so provide.

Compensation Insurance: Before any work is commenced, the Contractor shall maintain during the life of the contract, Workers' Compensation Insurance for all of the Contractor's employees employed at the site of the project. 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.

Commercial General Liability Insurance: The Contractor shall maintain during the life of the contract such Commercial General Liability Insurance which shall protect him, the State, 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 himself 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 State. Such insurance shall name the State as additional insured for claims arising from or as the result of the operations of the Contractor or his 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.

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 there under, unless such coverage is included in insurance elsewhere specified.

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.

15.0 GOVERNING 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.

16.0 CODE OF ETHICS

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.

17.0 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.

18.0 INDEPENDENT ASSURANCES

The State of Louisiana /State Agency will also require the Contractor and /or subcontractors, if performing a key internal control, to submit to an independent SSAE 16 SOC 1 and/or type II audit of its internal controls and other financial and performance audits from outside companies to assure both the financial viability of the (outsourced) program and the operational viability, including the policies and procedures placed into operation. The audit firm will conduct tests and render an independent opinion on the operating effectiveness of the controls and procedures.

The contractor could be required to provide a quality control plan, such as third party Quality Assurance (QA), Independent Verification and Validation (IV &V), and other internal project/program reviews and audits.

These audits will require the Contractor to provide any assistance, records access, information system access, staff access, and space access to the party selected to perform the indicated

audit. The audit firm will submit a final report on controls placed in operations for the project and include a detailed description of the audit firm's tests of the operating effectiveness of controls.

The Contractor shall supply the Department with an exact copy of the report within thirty (30) calendar days of completion. Such audits may be performed annually during the term of the contract. The Contractor agrees to implement recommendations as suggested by the audits within three months of report issuance at no cost to the State Agency. Cost of the SSAE 16 audit is to be included in the cost being proposed in response to this RFP.

19.0 RECORD OWNERSHIP

All records, reports, documents, or other material related to any contract resulting from this RFP and/or obtained or prepared by the Contractor in connection with the performance of the services contracted for herein shall become the property of the State and shall, upon request, be returned by the Contractor to the State, at the Contractor's expense, at termination or expiration of the contract.

20.0 COMPLETE CONTRACT

This is the complete Contract between the parties with respect to the subject matter and all prior discussions and negotiations are merged into this contract. This Contract is entered into with neither party relying on any statement or representation made by the other party not embodied in this Contract and there are no other agreements or understanding changing or modifying the terms. This Contract shall become effective upon final statutory approval.

21.0 ENTIRE AGREEMENT AND ORDER OF PRECEDENCE

This contract together with the RFP and contractor's proposal which are incorporated herein; shall, to the extent possible, be construed to give effect to all of its provisions; however, where provisions are in conflict, first priority shall be given to the provisions of the contract, excluding the Request for Proposals, its amendments and the Proposal; second priority shall be given to the provisions of the Request for Proposals and its amendments; and third priority shall be given to the provisions of the Contractor's Proposal.

THUS DONE AND SIGNED on the date(s) noted below:

[NAME OF CONTRACTOR]

[AGENCY NAME]

[AUTHORIZED SIGNATURE]

[AUTHORIZED SIGNATURE]

[PRINTED NAME]

[PRINTED NAME]

[PRINTED NAME]

DATE

DATE

Attachment III

2016-2018 Strategic Priority: LERN Mission Sustainability	
<p>Strengthen the Sustainability of LERN's Mission, Including the Effective Administration of State Office Operations and the Development of an Ideal Statewide Network of Designated Trauma Centers</p> <ul style="list-style-type: none"> – Lessen or eliminate LERN's reliance on state general fund dollars and maximize LERN funding from recurring, dedicated source(s) 	
12-Month Goal for 2017	
<p>Identify and investigate practical administrative and/or legislative changes that would offer LERN stable funding alternatives to the state general fund.</p>	
Summary Action Plan	
<ul style="list-style-type: none"> • Continue media campaign emphasizing LERN's mission linkages with trauma, mass casualty/disaster management/emergency preparation, stroke and STEMI. • Continue to engage key stakeholders to create greater awareness of LERN's vision and potential to save the lives of Louisiana's citizens, and to build support for practical alternative sources of recurring funding for LERN. • Continue development and execution of legislative education and awareness strategies that demonstrate LERN's current value. Pursue, as opportunities arise, specific administrative and/or legislative changes that secure recurring, alternative funding for LERN State Office operations and provide incentives for the development of an ideal statewide trauma and time-sensitive illness networks. 	
Responsibility Assignments	
<p>Paige Hargrove</p> <p>Consultant</p> <p>Board Members, Paige Hargrove, and Consultant</p>	<p>Project Management</p> <p>Ongoing Research and Communications Planning and Implementation</p> <p>Engagement of key stakeholders</p>

2016-2018 Strategic Priority: Statewide Trauma Center Network

Build a consensus of support among key stakeholders for the development and maintenance of an ideal statewide network of designated trauma centers in Louisiana which includes at least one designated Trauma Center in every region of the state.

12-Month Goals for 2017

1. Secure commitments from hospitals in Regions 3 (Houma/Thibodaux, and 8 (Monroe) to pursue designated trauma center status.*
2. Meet quarterly with the Trauma Program Managers Group to facilitate information exchange relative to best practices and shared challenges.
3. Continue to provide trauma training opportunities to all level providers and public statewide.

*LERN has commitments from Region 4 and 5

Summary Action Plan

Goal #1

- Utilize LERN's website, newsletter, ideal trauma network white paper, and PowerPoint presentations to promote LERN's ideal trauma network concepts.
- Continue to engage trauma center priority prospects one-on-one to facilitate new commitments to pursue trauma center designation.

Goal #2

- Regularly convene and empower a Trauma Program Managers Group with established goals.

Goal #3

- Provide/facilitate RTTDC, PHTLS, TNCC, ENPC, TCAR, and PCAR for nurses and EMTs.
- Develop plan for implementation of the national Stop the Bleed Initiative.

Responsibility Assignments

Paige Hargrove Paige Hargrove, LERN Board Members, LERN Regional Commissions and Tri- Regional Coordinators, and Consultant	Project Management Building awareness and support for additional trauma centers – developing priority prospects. Gain new commitments.
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2016-2018 Strategic Priority: STEMI Network

Develop a statewide system of STEMI care to improve outcomes for Louisiana citizens regardless of where they live in the state. System to include components recommended by LERN's STEMI Design the System workgroup:

- PCI Hospitals
- Non-PCI Hospitals
- EMS
- Public
- Data Registry

12-Month Goals for 2017

1. Disseminate STEMI Receiving Center and 60-minute drive time map to commissions and DHH.
2. Continue to educate and inform stakeholders of their role in the STEMI system.
3. Continue to provide 12 Lead EKG Interpretation education in each region of the state
4. Continue to utilize ACTION regional report to drive performance improvement at individual hospitals and report system-wide performance data to Board.
5. Increase participation in ACTION registry and use regional report to assess outcomes of care for STEMI patients.
6. Advocate for adoption of requirement for prehospital EKG and state-wide Destination Protocol to identify and rout patients to STEMI Receiving Centers.

Summary Action Plan

Goal #1

- Continue to plot geographic distribution of STEMI resources.
- Distribution of map to referring/receiving centers. Provide STEMI referral centers with list of receiving centers within a 60 minute drive time.

Goal #2

- Engage each STEMI system physician champion in each region to assist with regional presentations, education and advocacy as indicated. Meet face to face to provide update on status of system.
- Public Service Announcement/short video regarding STEMI System

Goal #3

- Identify and engage instructors at the regional level to teach EKG modules
- Host at a minimum 2 EKG classes per region
- Establish recognition process for outstanding regional volunteers

Goals #4 and #5

- Work collaboratively with the AHA: Mission Lifeline to obtain initial and ongoing regional reports and increase participation in ACTION registry

Goal #6

- Meet with leadership of DHH and work with LHA to advocate for requirement for prehospital EKG and triage of appropriate patients to Receiving Centers.

Responsibility Assignments

Yvette Legendre Dr. Ali, Tri-Regional Coordinators, Regional Physician Champions, and Consultant Tri-Regional Coordinators, Paige Hargrove, and Dr. Ali	Project Management Develop and deliver regional presentations, engage stakeholders to participate in regional report. Facilitate 12 Lead EKG in all regions
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2016-2018 Strategic Priority: Stroke Network

Develop a statewide system of stroke care to improve outcomes for Louisiana citizens regardless of where they live in the state. System to include recommendations from the Statewide Workgroup relative to:

- Public recognition of stroke symptoms and community education
- Enhanced provider-level stroke education
- EMS transfer protocols to facilitate timely administration of tPA and safe inter-facility transfer.
- Emergency/timely evaluation of all strokes
- Enhanced participation in Stroke Registry

12-Month Goals for 2017

1. Establish stroke physician champions in each region of the state.
2. Implement education plan for public and providers.
3. Enhance compliance with LERN Stroke Hospital requirements.
4. In regions without an existing Primary or Comprehensive stroke centers, develop priority prospects and secure commitments from at least 1 Level 3 hospital to pursue PSC and one Level 4 to pursue Level 3 status.
5. Engage and secure 10 additional level 3 stroke centers to participate in LERN data collection or GWTG.

Summary Action Plan

Goal #1

- Outreach to ED medical directors in regions without a physician champion to determine prospects.
- Establish orientation plan for physician champions.
- Establish expectations and work plan for physician champions to include assistance with regional presentations, education, advocacy, and communication with Stroke Medical Director for identified stroke-related needs and concerns.

Goal #2

- Identify public education opportunities and resource needs.
- Continue the Comprehensive Stroke Webinar Series launched January 28th until no further educational needs are identified.

Goal #3

- Outreach to Level 3 stroke centers that are not submitting data and identify barriers/solutions.
- Analyze stroke data submitted by Level 3 centers and provide quarterly feedback.
- Convert “Confirmed” status to “EQuIPPED - Stroke = Electronic Quality Improvement Program Participating Emergency Department”
- Submit quality reports to CEOs and require Action Plans and demonstrated improvement in order to maintain Level III status.
- Offer onsite focused education and evaluation to support efforts to meet target efficiency in the Emergency Department.

Goal #4

- Gap assessment of existing Level 3 and Level 4 centers
- Develop list of priority Level 2 prospects. Engage these prospects one-on-one to facilitate commitments from one Level 3 hospital in each region without a PSC to pursue PSC status.
- Develop list of priority Level 3 prospects. Engage these prospects one-on-one to facilitate commitments from one Level 4 hospital in each region to pursue Level 3 stroke center status.

Goal #5

- Continue to promote stroke data collection by publicizing Level 3 center “EQuIPPED - Stroke” status via LERN website, community presentations, newsletter, and the tri-regional coordinators.
- Continue to leverage expertise of stroke medical director to provide feedback reports to level 3 centers based on data submitted to LERN.

Responsibility Assignments

Deb Spann Dr. Martin-Schild, Paige Hargrove, Deb Spann, and Consultant Dr. Martin-Schild, Tri-Regional Coordinators, and Regional Physician Champions	Project Management Outreach to physician champions; communications plan, education plan. Develop and deliver regional presentations and target level 3 centers for data collection.
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2016-2018 Strategic Priority: State Registries for Trauma

Establish statewide Trauma registries consistent with national standards for the purpose of facilitating:

- Statewide and regional injury prevention efforts
- LERN Trauma System performance improvement

12-Month Goal for 2017

Goal #1 Trauma Registry

- Expand the LERN trauma registry data dictionary beyond the NTDB data set.

Goal #2 EMS Registry

- Promote comprehensive EMS Registry to include all EMS pre-hospital providers
- Develop State report for EMS Registry
- Submit 2016 data to NEMSIS

Summary Action Plan

Goal #1 Trauma Registry

- Meet bi-annually with the LERN ad-hoc Trauma Registry Workgroup consisting of trauma center registrars and LERN's Tri-Regional Coordinators.
- Conduct research to identify common practices and standard reports utilized by other state trauma registries. Develop recommendations for LERN Board.

Goal #2 EMS Registry

- Continue work with the ERHIT group and the LERN Data Assistant to expand the EMS registry by a minimum of 5 EMS agencies.
- Conduct research to identify common practices and standard reports utilized by other state EMS registries. Develop recommendations for LERN Board and EHRIT group.

Responsibility Assignments

Chris Hector	Project Management
Chris Hector, Hospital Trauma Registrars, Fred Weaver, and Paige Hargrove,	Serve as ad-hoc work group for trauma registry for the development of standard processes and reporting.

2016-2018 Strategic Priority: All Disasters Response

Continue to strengthen LERN's critical role as the "24/7/365 information coordinator" for unfolding disasters and mass casualty incidents (MCIs) in Louisiana

- Participate in regional activities that integrate LERN's services with region-specific protocols for event management and support
- Serve as the primary coordinating entity for messaging and notifications regarding events and incidents as they occur
- Maximize regional assets by coordinating patient flow/transport

12-Month Goal for 2017

Goal #1

- Continue implementation of established strategy to educate key stakeholders regarding LERN Communication Center notification capabilities related to MCI/disaster preparedness

Goal #2

- Continue to educate Pre-Hospital providers on triage/MCI management and how this integrates with the LERN Communication Center.

Goal #3

Develop targeted education on MCI procedures: notifications/esf-8 portal, triage and resources for routing during MCI, and patient movement after initial incident.

Summary Action Plan

Goal #1

- Engage Designated Regional Coordinators (DRC) Network and promote regional MCI protocols.
- Utilize the regional commission structure and regional partners to ensure involvement in one MCI/Disaster drill annually in each region of the state.

Goal #2

- Utilize current LERN hosted EMS education days to teach MCI management and LERNs role in triage and patient direction during a MCI.
- Continue to provide education for pre-hospital providers regarding the multiple modes of communication utilized by LERN during an MCI (phone, radio, ESF-8 messaging, HRSA channels).

Goal #3

- Engage hospitals to participate in regional MCI drills and provide education at hospital staff meetings.

Responsibility Assignments	
<p>Chris Hector</p> <p>Deb Spann, Ted Colligan, Yvette Legendre</p> <p>Jason Allemand, Chris Hector, Paige Hargrove</p> <p>Chris Hector, Tri-Regional Coordinators</p>	<p>Project Management</p> <p>Serve as liaison of information related to regional drills.</p> <p>Identification and engagement of key stakeholders.</p> <p>EMS Education</p>

ATTACHMENT IV

Cost template

Note: Use this template to prepare a cost breakdown for each year of the three-year contract.

Year 1	Hourly Rate	Estimated # of Hours per Job Classifications	Total	Estimated Percentage of the Effort by Subcontractor
Administrative Staff (list by position)				
Direct Labor Staff (list by position)				
Contracted Staff (list by position)				
Office Supplies (List)				
Professional Services (list)				
Other Direct Costs (list)				
Total cost				

Year 2	Hourly Rate	Estimated # of Hours per Job Classifications	Total	Estimated Percentage of the Effort by Subcontractor
Administrative Staff (list by position)				
Direct Labor Staff (list by position)				
Contracted Staff (list by position)				
Office Supplies (List)				
Professional Services (list)				
Other Direct Costs (list)				
Total cost				

Year 3	Hourly Rate	Estimated # of Hours per Job Classifications	Total	Estimated Percentage of the Effort by Subcontractor
Administrative Staff (list by position)				
Direct Labor Staff (list by position)				
Contracted Staff (list by position)				
Office Supplies (List)				
Professional Services (list)				
Other Direct Costs (list)				
Total cost				