**Addendum III: Q&A and Revisions**

**Response to Written Inquiries and Revisions to RFP Documents**

**Request for Proposals # 3000014430**

**HEALTH INSURANCE PROGRAM FOR PEOPLE LIVING WITH HUMAN IMMUNODEFICIENCY VIRUS (HIV)**

LOUISIANA DEPARTMENT OF HEALTH

OFFICE OF PUBLIC HEALTH

STD/HIV/HEPATITIS PROGRAM

# PART 1: QUESTIONS AND ANSWERS

| **Question No.** | **Document Reference** | **Section Number** | **Section Heading** | **Page** | **Question** | **Answer** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | RFP | 1.9.3, paragraph A | Executive Summary –  *A. Quality and Timeliness* | 9 | “Proposals should include information that will assist the Department in determining the level of quality and timeliness that may be expected. The Department shall determine, at its sole discretion, whether or not the RFP provisions have been reasonably met. The proposal should describe the background and capabilities of the proposer, give details on how the services will be provided, and shall include a breakdown of proposed costs. **Work samples may be included as part of the proposal.**”  Can you describe the types of work samples that may be included? | Work samples are intended to provide the Department with a sense that the Proposer has the necessary qualifications, experience, and understanding of the Scope of Work to satisfy the requirements of this RFP. Work samples may include any existing website URLs, brochures, factsheets, and/or other public materials that demonstrate corporate experience with previous work of a similar scope. Links may be shared within the Executive Summary; other materials may be shared as attachments. Work samples are not mandatory. |
| 2 | RFP | 1.9.5 | Approach and Methodology –  *A. Administrative Data*  (third bullet point, sixth sub-bullet point) | 10 | * “This section should also include the following information:   \* \* \* \* \*   * + If any of the proposer's personnel named is a current or former Louisiana state employee, indicate the Agency where employed, position, title, termination date, and ***social security number;***”   Why must the social security number be included? To provide a social security number will require encrypting, adding more emails as the state’s limit is 10 mb for encrypted instead of 30 mb for non-encrypted. We also want to provide employees a correct answer when asked why their social security number is being sent outside of the agency. | This requirement has been removed. **Please refer to revision #1 in Part 2 below.** |
| 3 | RFP | 1.9.5 | Approach and Methodology –  *B. Work Plan/Project Execution –*  *II. Successful internal and external relationships, workflows, and outreach mechanisms:*  (item 5) | 12 | “5. Describe current plans and activities to support quality assurance and continuous quality improvement; this includes (but is not limited to) reviewing the quality of services provided, surveying clients about their experience(s), documenting the error rate of specific tasks, **assessing staff productivity,** and collaborating with SHHP to document client health outcomes. Include examples of previous survey and/or other evaluation tools as attachments.”  Need clarification on assessing staff productivity. Do we provide tools used to assess staff productivity? | The proposer may describe any tools that are used for this purpose (timesheets, task-reporting templates, etc.) or any additional methods (periodic staff evaluations, time studies, etc.) used to assess productivity. These tools may be provided as attachments but are not required. |
| 4 | RFP | 1.10 | Number of Copies of Proposals | 16 | “The State requests that one (1) copy of the entire proposal be submitted to the email address specified in section 1.7. The proposal shall contain electronic signatures or scans of original signatures of those company officials or agents who are duly authorized to sign proposals or contracts on behalf of the organization. An electronic signature as provided by LAC 4:I.701 et seq. is considered an original signature. **A certified copy of a board resolution granting such authority should be submitted if the Proposer is a corporation. The proposal will be retained for incorporation into any contract resulting from this RFP.**”  Does certified copy mean a notarized copy? | No. A certified copy bears the signature of the corporate secretary and/or other appropriate corporate officer(s) attesting that the resolution was duly adopted by the corporation’s board of directors. It may be notarized, but it is not required to be. |

PART 2: REVISIONS

| **Revision No.** | **Document Reference** | **Page** | **Revised Provisions** |
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| 1 | RFP | 10 | **1.9.5 Approach and Methodology**  \* \* \* \* \*  *A. Administrative Data*  \* \* \* \* \*   * This section should also include the following information:   \* \* \* \* \*   * + If any of the proposer's personnel named is a current or former Louisiana state employee, indicate the Agency where employed, position, title, and termination date~~, and social security number~~; |