

**REQUEST FOR PROPOSALS**  
**for**  
**Staff Augmentation ESF8 Portal Support**  
**for LDH**

**Issued by**  
**the STATE OF LOUISIANA**  
**Office of State Procurement**



**SOLICITATION NUMBER** **Doc685323095**

**RFP WEBSITE:** <http://discovery.ariba.com/rfx/16641055>



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## RFP Overview

### I. Introduction

The purpose of this Request for Proposals (RFP) is to obtain competitive proposals as allowed by Louisiana Revised Statute 39:1595 from qualified Proposers who are interested in supporting existing ESF8 staff by assisting with end-user support and configuration, end-user training, application management, application documentation, data analysis and statistical modeling, and integration with other partners at the federal and state level.

The State intends to award to a single Proposer.

### II. General Information and Instructions

**A. RFP Contact.** The following individual is the sole contact for this RFP:

Nicole Wilson  
State Procurement Analyst  
State of Louisiana Office of State Procurement  
Nicole.Wilson4@la.gov

**B. RFP Website.** This RFP is available in electronic form at the Louisiana eProcurement Solutions by Ariba (LESA) website by navigating to <http://discovery.ariba.com/rfx/16641055> and clicking Respond to Posting.

**C. RFP Documents.** This RFP consists of this RFP Overview, the following attachments, and any information or materials posted by the State to the RFP Website, as amended:

1. [Attachment A, Standard RFP Terms and Conditions](#)
2. [Attachment B, Special RFP Terms and Conditions](#)
3. [Attachment C, Scope of Work](#)
4. [Attachment D, RFP Evaluation Plan](#)
5. [Attachment E, Sample Contract](#)
6. [Attachment F, Protest Information](#)
7. [Attachment G, Hard Copy Proposal Submittal](#)
8. [Attachment H, Proposal](#)

**D. Schedule of Events.**

Event	Date	Time (CT)
RFP posted and Blackout Period begins	June 20, 2023	
Deadline to submit questions	July 5, 2023	
Proposal opening date (Proposal submission deadline)	August 2, 2023	10:00 a.m.

Responses to questions should be posted no later than 14 calendar days prior to proposal opening date.

Dates and deadlines are subject to change. Proposers should continue checking the RFP Website for the most up-to-date information.

**E. How to Ask Questions.**

1. **Read and review this RFP, including all attachments, exhibits, and addenda.**



2. For questions about the content of this RFP, submit your questions through the Event Messages section of this RFP in LESA. Questions must reference the specific section of the RFP to which the question relates. Only those questions received by the established deadline shall be considered by the State.
3. For assistance with technical issues associated with the RFP Website, contact [lesa@la.gov](mailto:lesa@la.gov).

**F. How to Respond.**

1. **Read and review this RFP, including all attachments, exhibits, and addenda.**
2. Prepare a proposal that:
  - a. Follows the requested format;
  - b. Includes the Solicitation Number on all materials making up the proposal;
  - c. Addresses each question and request for a response in this RFP, including all questions in Attachment H, Proposal;
  - d. Clearly demonstrates your ability to meet the Scope of Work described in Section III and Attachment C; and
  - e. Includes all required submissions identified in Section IV.
3. Submit your proposal by the RFP Opening Date:
  - a. electronically via LESA; or
  - b. via Hard Copy by following the instructions in Attachment G.

**III. Scope of Work and Term of Contract**

A detailed description of the Deliverables being sought through this RFP is attached as Attachment C, Scope of Work.

The term of any contract resulting from this RFP shall be for an initial period of 36 months, unless otherwise terminated in accordance with the termination provisions of the contract.

At the option of the State and acceptance of the Contractor, the contract may be extended for 2 additional 12-month periods at the same prices, terms, and conditions.

Prior to the extension of the contract beyond the initial 36-month term, prior approval by the Joint Legislative Committee on the Budget (JLCB) or other approval authorized by law shall be obtained. Such written evidence of JLCB approval shall be submitted, along with the contract amendment to the Office of State Procurement (OSP) to extend contract terms beyond the 36-month term. Total contract term may not exceed 60 months.

**IV. Proposer Response**

Firms or individuals who are interested in providing services requested under this RFP must submit a proposal containing the mandatory information specified in the RFP. The State encourages all Proposers to submit proposals electronically through LESA. However, Proposer may submit proposals either through LESA or via hard copy. The proposal must be submitted in LESA or received in hard copy by the Office of State Procurement on or before the date and time specified in the Schedule of Events. Fax and email submissions are not acceptable.

- A. LESA Proposal Submittal.** Proposers are strongly encouraged to submit their proposal electronically via LESA by answering all questions and attaching additional documentation as requested. If the Proposer does not have an SAP Ariba Business Network account, Proposer should register at <http://louisiana.supplier.ariba.com/ad/selfRegistration>. SAP Ariba provides support if needed at <https://helpcenter.ariba.com/index.html?sap-language=en#/help>.



- B. Hard Copy Proposal Submittal.** Proposers with the inability to submit their proposal electronically via LESA may submit their proposal via Hard Copy to OSP. See Attachment G, Hard Copy Proposal Submittal for details regarding Hard Copy submittal.
- C. Required Submissions.** The following must be submitted with your proposal:
1. Any response required to be submitted directly through the RFP Website;
  2. Completed and signed Attachment H, Proposal
  3. Redlined copy of Attachment E, Sample Contract, if proposing modifications
  4. Redacted copy of proposal clearly marked as such, if claiming confidential, proprietary, or protected information
- Note: Microsoft Word versions of the attachments are available in the RFP Website by clicking References in the appropriate section.
- D. Other Documents.** The following are informational only and do **not** need to be submitted with your proposal:
1. This RFP Overview
  2. Attachment A, Standard RFP Terms and Conditions
  3. Attachment B, Special RFP Terms and Conditions
  4. Attachment C, Scope of Work
  5. Attachment D, RFP Evaluation Plan
  6. Attachment E, Sample Master Agreement
  7. Attachment F, Protest Information
  8. Attachment G, Hard Copy Proposal
- E. Proposal Opening.** Any Proposer who would like to view the opening of this RFP can access the following link, at the date and time of this proposal opening:  
<https://doa-ospla.zoom.us/j/2697438343>  
This link will provide you with live audio and video access to this proposal opening. The link will be live at 9:55 AM (Central Time) on the date of proposal opening. Only the name of the Proposers submitting proposals shall be identified aloud.

## **V. Evaluation and Award Process**

- A. State Evaluation Committee.**
1. The State will utilize a committee whose members have expertise in various areas to evaluate all proposals.
  2. The State Evaluation Committee may consult Subject Matter Expert(s) (SMEs) to serve in an advisory capacity regarding any Proposer or Proposal. Such input may include, but not limited to, analysis of Proposer financial statements, review of technical requirements, or preparation of cost score data.
- B.** Proposals will be sealed until the proposal opening date and time. After opening, proposals will be evaluated in stages for the purpose of selecting the proposal(s) most advantageous to the State, taking into consideration price and the other evaluation factors as set forth in this section and further detailed in Attachment D, RFP Evaluation Plan.
1. **Stage 1: Initial Responsiveness.** Proposals will be reviewed for completeness and initial responsiveness. Proposals omitting required documents or responses may be rejected in accordance with Attachment A, Standard RFP Terms and Conditions and Attachment B, Special RFP Terms and Conditions.



2. **Stage 2: Mandatory Minimum Requirements.** Complete and responsive proposals will be reviewed for compliance with mandatory minimum requirements. Proposals failing to meet or exceed all Mandatory Minimum Requirements identified in Attachment D, RFP Evaluation Plan may be rejected in accordance with Attachment A, Standard RFP Terms and Conditions and Attachment B, Special RFP Terms and Conditions.
  3. **Stage 3: Technical Criteria.** Proposals meeting or exceeding the Mandatory Minimum Requirements will be evaluated against the Technical Criteria set forth in Attachment D, RFP Evaluation Plan. A consensus-based evaluation process shall be used to evaluate responses. For a Proposer to proceed to the Financial Proposal and Veteran and Hudson Initiative evaluation (if applicable), the Proposer shall achieve a minimum score equivalent to fifty percent (50%) of the possible points assigned to the Technical Proposal. Any Proposal failing to receive the minimum score at the completion of the detailed evaluation of the technical proposals will not be evaluated further and will be ineligible for award.
  4. **Stage 4: Cost and Veteran and Hudson Initiative.** Financial Proposals and Veteran and Hudson Initiative (if applicable) for proposals not rejected following evaluation of Technical Criteria will be evaluated in accordance with Attachment D, RFP Evaluation Plan.
  5. **Stage 5: Written or Oral Discussions/Presentations, if required.** The State, at its sole discretion, may require all Proposers who submit proposals determined to be reasonably susceptible of being selected for the award to provide a written or oral discussion or presentation of how they propose to meet the Using Agency's objectives in accordance with Attachment A, Standard RFP Terms and Conditions. Written or oral discussions/presentations may be held prior to Stage 4 at the State's sole discretion.
  6. **Stage 6: Best and Final Offer (BAFO), if required.** The State reserves the right to conduct a BAFO with one or more Proposers determined by the State Evaluation Committee to be reasonably susceptible of being selected for award in accordance with Attachment A, Standard RFP Terms and Conditions.
- C. **Determination of Responsibility.** Determination of the Proposer's responsibility relating to this RFP shall be made according to the standards set forth in the Louisiana Administrative Code, Title 34, Part V. The State must find that the selected Proposer:
1. Has adequate financial resources for performance, or has the ability to obtain such resources as required during performance;
  2. Has the necessary experience, organizations, technical qualifications, skills, and facilities, or has the ability to obtain them;
  3. Is able to comply with the proposed or required time of delivery or performance schedule;
  4. Has a satisfactory record of integrity, judgment, and performance; and
  5. Is otherwise qualified and eligible to receive an award under applicable laws and regulations.
- D. After evaluations are completed, written recommendation for award shall be made to OSP for the responsible Proposer whose proposal, conforming to the RFP, will be the most advantageous to the State, price and other factors considered. The State Evaluation Committee may recommend rejecting any or all proposals to OSP if it is considered in the best interest of the State.
- E. Upon review and approval of the State Evaluation Committee's and Using Agency's recommendation for award, OSP will issue a "Notice of Intent to Award" letter to the apparent successful Proposer in accordance with Attachment A, Standard RFP Terms and Conditions.



## Attachment A, Standard RFP Terms and Conditions

This RFP and Proposer's participation therein is subject to the following terms and conditions. **In the event there is a conflict between the Standard RFP Terms and Conditions and the Special RFP Terms and Conditions, the Special RFP Terms and Conditions shall govern.**

### I. Definitions

- A. Agency** means any department, commission, council, board, office, bureau, committee, institution, agency, government, corporation, or other establishment of the executive branch of the State of Louisiana authorized to participate in any contract resulting from this RFP.
- B. Award** or **award** means the issuance of a "Notice of Intent to Award" letter to one or more successful Proposers.
- C. Can** denotes a permissible action.
- D. Contract** means a legal binding agreement, resulting from this RFP, between the State and the awarded Contractor(s).
- E. Contractor** means a Proposer with whom the State executes a Contract resulting from this RFP.
- F. Day** means a calendar day, unless explicitly identified otherwise.
- G. Deliverable** means a good, product, service, solution, result, labor, or other effort being sought through this RFP.
- H. Discussions** means a formal, structured means of conducting written or oral communications/presentations with Proposers who submit proposals in response to this RFP.
- I. DOA** means the Louisiana Division of Administration.
- J. LESA** means Louisiana eProcurement Solutions by Ariba.
- K. May** denotes an advisory or permissible action per La. R.S. 39:1556(33).
- L. Must** denotes mandatory requirements.
- M. OSP** means the Louisiana Office of State Procurement.
- N. Proposal** or **proposal** means the document(s), data, information, and other media submitted by a Proposer in response to this RFP, including information submitted directly through the RFP Website and information submitted after the Proposal Opening Date at the request of the State.
- O. Proposer** means an entity or individual submitting a proposal in response to this RFP. The successful Proposer responsive to this RFP is also described as the Contractor in this document.
- P. RFP** means this request for proposals, including all attachments and exhibits and any information posted by the State to the RFP Website, as amended.
- Q. RFP Website** means the location of this RFP in LESA.
- R. Shall** denotes mandatory requirements per La. R.S. 39:1556 (52).
- S. Should** denotes a desirable action.
- T. State** means the State of Louisiana and its departments, agencies (including the Using Agency), boards, and commissions as well as their officers, agents, servants, employees, and volunteers.
- U. Using Agency** means the governmental body of the State (including any authorized users) which is procuring any supplies, services, or major repairs, or any professional, personal, consulting, or social services under this Contract pursuant to the Louisiana Procurement Code, La. R.S. 39:1551-1755.
- V. Will** denotes mandatory requirements.

### II. Governing Law and Venue

- A.** All activities associated with this procurement shall be interpreted under Louisiana Law, including but not limited to La. R.S. 39:1551-1736 (Louisiana Procurement Code) and La. R.S. 39:196-200 (Information Technology Procurement Code), if applicable; purchasing rules and regulations; executive orders; terms and conditions; and specifications listed in this RFP.





- B.** Venue of any action brought with regard to all activities associated with this procurement shall be in the Nineteenth Judicial District Court, Parish of East Baton Rouge, State of Louisiana.
- C.** Proposer and Proposer's participation in this RFP must comply with all applicable federal, state, and local laws, rules, and policies.
- D.** All Deliverables proposed by Proposer must comply with all applicable federal, state, and local laws, rules, and policies.

### **III. RFP Documents**

#### **A. RFP Website.**

- 1. The RFP Website is the sole source for official RFP documents and updates.
- 2. Documents from this RFP may be posted on multiple websites, including Using Agency websites and non-State procurement solicitation boards, or distributed through other channels, such as email. Such distribution is for advertising and informational purposes only, and documents and information from sources other than the RFP Website should not be relied upon to develop or submit a proposal. Proposals or questions submitted through any means other than those specified in this RFP may not be addressed or considered by the State.

#### **B. RFP Addenda.**

- 1. The State reserves the right to change the Schedule of Events or issue addenda to this RFP at any time. Information shared orally or in informal communications will not be considered an addendum unless documented in writing on the RFP Website.
- 2. It is the Proposer's responsibility to check the RFP Website frequently for any possible addenda that may be issued.
- 3. Proposer is wholly responsible for reviewing addenda and updates to the RFP Website, acknowledging addenda as required, and submitting a proposal that is responsive to and compliant with the RFP as amended.
- 4. The State is not responsible for a Proposer's failure to review or download any addenda documents required to complete and submit a proposal.

#### **C. Waiver of Administrative Informalities.**

- 1. The State reserves the right, at its sole discretion, to waive administrative informalities contained in any proposal.

#### **D. Conflicts and Issues.**

- 1. The following should be brought to the attention of the State using the process described in this RFP for asking questions or, if applicable, by filing a protest using the process described in Attachment F, Protest Information:
  - a.** Any alleged conflict among the materials comprising this RFP; and
  - b.** Any alleged issue relating to the content of this RFP, including instructions, requirements, or specifications alleged to be ambiguous, unduly restrictive, erroneous, anticompetitive, or unlawful.
- 2. Any protest, claim, dispute, or action based upon a conflict or issue described in 1.a or 1.b will be filed no later than two (2) days prior to the RFP Opening Date.
- 3. 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.





- E. 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. 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. Further, failure to comply with these requirements may result in the Proposal's disqualification.

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:

1. A protest to a solicitation submitted pursuant to La. R.S. 39:1671;
2. Duly noticed site visits and/or conferences for Bidders or Proposers;
3. Oral presentations during the evaluation process; or
4. 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.

#### **IV. Proposals**

- A. Late Delivery or Non-delivery of Proposal.** Proposer is wholly responsible for ensuring Proposer's proposal is complete and submitted timely to the State in the format required by this RFP. The State will not accept a proposal after the Proposal Opening Date and time.
- B. 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 is to 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 is also desired. Each Proposer is solely responsible for the accuracy and completeness of its proposal.
- C. Errors and Omissions in Proposal.** The State will not be liable for any errors or omissions in the proposal. Proposer will not be allowed to alter proposal documents after the deadline for proposal submission, except under the following condition: The State reserves the right to make



corrections or clarifications due to patent errors identified in proposals by the State or the Proposer. The State, at its option, has the right to request clarification or additional information from the Proposer.

**D. Proposal Changes Prior to Proposal Opening.**

1. **LESA Proposals.** The Proposer may make changes within LESA at any time prior to proposal opening by editing the response.
2. **Hard Copy Proposals.** See Attachment G, Hard Copy Proposal Submittal for details regarding changes prior to proposal opening.

**E. Withdrawal of Proposal Prior to Proposal Opening.**

1. **LESA Proposals.** A Proposer may withdraw a proposal that has been submitted at any time up to the proposal opening date and time. To accomplish this, a message must be sent through LESA requesting withdrawal of the submitted proposal.
2. **Hard Copy Proposals.** See Attachment G, Hard Copy Proposal Submittal for details regarding withdrawal of proposal prior to proposal opening.

**F. Material in the RFP.** Proposals shall be based only on the material contained in this RFP. The RFP includes official responses to questions, addenda, and other material, which may be provided by the State pursuant to this RFP.

**G. Use of Subcontractors.**

1. Each Contractor shall serve as the single prime Contractor for all work performed pursuant to its contract. The prime Contractor shall be responsible for all deliverables referenced in this RFP.
2. This general requirement notwithstanding, Proposers may enter into subcontractor arrangements. Proposers may submit a proposal in response to this RFP, which identifies subcontract(s) with others, provided that the prime Contractor acknowledges total responsibility for the entire contract.

**H. Financial Proposal.**

1. Proposer must complete all required elements of Part 3: Financial Proposal of Attachment H, Proposal. The format and structure of the Financial Proposal is intended to allow for a fair evaluation of like costs among Proposers. Deviation from the format or structure of the Financial Proposal may result in Proposer's proposal being deemed non-responsive.
2. Proposer is wholly responsible for ensuring figures and calculations submitted in Proposer's completed Financial Proposal are accurate, even if formulas have been provided by the State as a courtesy.
3. Any taxes, other than State and local sales and use taxes, from which the State is exempt, shall be assumed to be included within the Proposer's cost.
4. Inclusion of cost or pricing information in any document other than the Financial Proposal may result in Proposer's proposal being deemed non-responsive.

**I. Proposed Modifications to the Sample Contract.**

1. The State may, but is not obligated to, consider proposed modifications to Attachment E, Sample Contract.
2. Proposer-specific modifications to Attachment E, Sample Contract, may be proposed as part of Proposer's proposal in Part 5: Proposed Modifications to Sample Contract of Attachment H, Proposal, but are strongly discouraged. Proposing excessive or overly restrictive modifications, or proposing modifications upon which Proposer's proposal is conditioned, may result in Proposer's proposal being deemed non-responsive.



3. The following will not be considered by the State:
    - a. Any proposed modification of a non-negotiable term listed in Part 5: Proposed Modifications to Sample Contract of Attachment H, Proposal;
    - b. Any proposed modification not submitted with Proposer's proposal in Part 5: Proposed Modifications to Sample Contract of Attachment H, Proposal;
    - c. Any proposed modification not accompanied by an explanation as required in Part 5: Proposed Modifications to Sample Contract of Attachment H, Proposal;
    - d. Any proposed modification not reflected in redlined edits to the Sample Contract and submitted with Proposer's proposal; and
    - e. Any proposed modification merely referencing another document or a URL.
  4. Proposers may propose additional terms but must include them in Part 5: Proposed Modifications to Sample Contract of Attachment H, Proposal and must clearly identify where any terms conflict with the Sample Contract.
- J. **Proposal Contact.** Proposers should ensure that the contact information associated with the Proposer's SAP Ariba Business Network account is current throughout the RFP process. The Proposal Contact identified by Proposer in Part 1: Proposer Information, Acknowledgements, and Certifications of Attachment H, Proposal, must be able to respond timely to communications from the State. Proposer must, within 24 hours, notify the State of any change to Proposer's Proposal Contact. Proposer is wholly responsible for ensuring communications received by Proposer's Proposal Contact are reviewed and addressed timely by the appropriate personnel.
- K. **Proposal Development Costs.** The State shall not be liable for any costs incurred by prospective Proposers or Contractors 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 the RFP shall be entirely the responsibility of the Proposer, and shall not be reimbursed in any manner by the State of Louisiana.
- L. **Proposal Validity.** All proposals shall be considered valid for acceptance until such time an award is made. Award should be made within 180 days.
- M. **Ownership of Proposals.** All materials submitted in response to this RFP become the property of the State. Selection or rejection of a proposal does not affect this right. All proposals submitted will be retained by the State and not returned to Proposers. Any copyrighted materials in the proposal are not transferred to the State.
- N. **Business Confidentiality, Trade Secrets, and Proprietary Information.**
1. The designation of certain information as trade secrets and/or privileged or confidential proprietary information shall only apply to the technical portion of the proposal. The financial proposal will not be considered confidential under any circumstance. Any proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.
  2. For the purposes of this procurement, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et. seq.) shall be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this procurement shall be open to public inspection. Proposers are reminded that while trade secrets and other proprietary information they submit in conjunction with this procurement may not be subject to public disclosure, protections must be claimed by the Proposer at the time of submission of its Technical Proposal. Proposers should refer to the Louisiana Public Records Act for further clarification.
  3. If Proposer is claiming any portion of its proposal as confidential, proprietary, or protected, Proposer must complete the required sections of Part 6: Claim of Business



Confidentiality of Attachment H, Proposal, and submit with Proposer's proposal a redacted copy of Proposer's proposal, which must be clearly marked as such.

4. If the Proposer does not submit the redacted copy, it will be assumed that any claim to keep information confidential is waived.
5. Proposers must be prepared to defend the reasons why the material should be held confidential. By submitting a proposal with data, information, or material designated as containing trade secrets and/or privileged or confidential proprietary information, or otherwise designated as "confidential", the Proposer agrees to indemnify and defend (including attorney's fees) the State and hold the State harmless against all actions or court proceedings that may ensue which seek to order the State to disclose the information.
6. The State reserves the right to make any proposal, including proprietary information contained therein, available to OSP personnel, the Office of the Governor, or other State Agencies or organizations for the sole purpose of assisting the State in its evaluation of the proposal. The State shall require said individuals to protect the confidentiality of any specifically identified proprietary information or privileged business information obtained as a result of their participation in these evaluations.
7. Additionally, any proposal that fails to follow this section and/or La. R.S. 44:3.2.(D)(1) shall have failed to properly assert the designation of trade secrets and/or privileged or confidential proprietary information and the information may be considered public records.

**O. Evaluation and Selection.** A consensus-based evaluation process shall be used to evaluate responses. The State Evaluation Committee will determine which proposals are reasonably susceptible of being selected for award. If required, written or oral discussions may be conducted with any or all of the Proposers to make this determination. The committee reserves the right to make an award recommendation without further discussion of the proposal submitted based on the initial offers received.

**P. Written or Oral Discussions/Presentations.**

1. The State, at its sole discretion, may require all Proposers who submit proposals determined to be reasonably susceptible of being selected for the award to provide an oral presentation of how they propose to meet the Using Agency's objectives.
2. Any commitments or representations made by the Proposer during these discussions, if conducted, may become formally recorded in the final contract.
3. Written or oral discussions/presentations for clarification may be conducted to enhance the State's understanding of any or all of the proposals submitted. Proposals may be accepted without such discussions.
4. The State reserves the right to adjust the original scores based on the information received in the oral presentations, if conducted, using the original evaluation criteria. The cost score will remain unchanged.

**Q. Best and Final Offers (BAFO).**

1. The State reserves the right to conduct a BAFO with one or more Proposers determined by the committee to be reasonably susceptible of being selected for award. If conducted, the Proposers selected to participate will receive written notification of their selection, with a list of specific items to be addressed in the BAFO along with 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 from the Proposers.
2. The written invitation to participate in a BAFO will not obligate the State to enter into a contract.



**R. Notice of Intent to Award.**

1. The "Notice of Intent to Award" letter is the notification of the award of the contract. However, the "Notice of Intent to Award" is contingent upon successful negotiation of a final contract and approval by the Division of Administration, Office of State Procurement. A contract shall be completed and signed by all parties concerned on or before the date indicated in the "Schedule of Events." If this date is not met, through no fault of the State, the State may elect to cancel the "Notice of Intent to Award" letter and make the award to the next most advantageous responsible Proposer.
2. OSP will also notify all unsuccessful Proposers as to the outcome of the evaluation process. The proposals received (except for that information appropriately designated as confidential in accordance with La. R.S. 44.1 et. seq.) along with the evaluation factors, points, evaluation committee member names, and the completed evaluation summary and recommendation report are public record and shall be made available, upon request, to all interested parties after the "Notice of Intent to Award" letter has been issued.
3. Any person aggrieved by the proposed award has the right to submit a protest by using the process described in Attachment F, Protest Information. Issuance of the "Notice of Intent to Award" letter starts the protest period.

- S. Debriefings.** Debriefings may be scheduled by the participating Proposers after the "Notice of Intent to Award" letter has been issued by scheduling an appointment with the Office of State Procurement. Contact may be made using the RFP Contact information in section II.A of the RFP Overview.

**T. Contract Negotiations.**

1. The RFP, including any addenda, and the proposal of the selected Contractor will become part of any contract initiated by the State. The mandatory RFP requirements shall become contractual obligations. The State reserves the right to contract for all or a partial list of supplies and/or services offered in the proposal.
2. Negotiation may include revision of any non-mandatory terms or conditions included in Part 5: Proposed Modifications to Sample Contract of Attachment H, Proposal, pricing, and clarification of the scope of work.
3. If for any reason, after final evaluation and issuance of the Intent to Award letter, the responsible Proposer whose proposal is most advantageous to the State's needs, price and other evaluation factors set forth in the RFP considered, does not agree to a contract, that proposal shall be rejected and the State may negotiate with the next most advantageous responsible Proposer.
4. If the contract negotiation period exceeds thirty (30) days or if the selected Proposer fails to sign the contract within seven (7) calendar days of delivery of it, the State may elect to cancel the award and award the contract to the next most advantageous responsible Proposer.
5. OSP must approve the final contract to complete the process.

**U. Secretary of State Requirements.**

1. In accordance with Louisiana law, all corporations (see La. R.S. 12:262.1) and limited liability companies (see La. R.S. 12:1308.2) must be registered and in good standing with the Louisiana Secretary of State in order to hold a purchase order and/or a contract with the State.



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**V. Rights Reserved To the State**

**A. Rejection of Proposals.**

1. Issuance of this RFP in no way constitutes a commitment by the State to award a contract. The State reserves the right to accept or reject any or all proposals submitted or to cancel this RFP if it is in the best interest of the State to do so. Further, the State reserves the right to cancel or decline to enter into a contract with the successful Proposer at any time after the award is made and before the contract receives final approval from the Division of Administration, Office of State Procurement.
2. In accordance with the provisions of La. R.S. 39:2192, in awarding contracts, any public entity is authorized to reject a proposal or bid from, or not award the contract to, a business in which any individual with an ownership interest of five percent or more, has been convicted of, or has entered a plea of guilty or nolo contendere to any State felony or equivalent federal felony crime committed in the solicitation or execution of a contract or bid awarded under the laws governing public contracts under the provisions of Chapter 10 of Title 38 of the Louisiana Revised Statutes of 1950, or the Louisiana Procurement Code under the provisions of Chapter 17 of Title 39.

**B. Cancellation.**

1. The State may cancel this RFP at any time if the State determines that cancellation is in the best interest of the State.
2. Following cancellation, the State may, at its discretion, re-issue this RFP or issue another RFP for the same or similar Deliverables.

**C. Proposer's Cooperation.**

1. Any Proposer has the duty to fully cooperate with the State and provide any and all requested information, documentation, etc. to the State when requested. This applies even if an eventual contract is terminated and/or a lawsuit is filed. Specifically, the Proposer shall not limit or impede the State's right to audit or to withhold State owned documents.

**D. No Guarantee of Quantities.**

1. The quantities referenced in the RFP are estimated to be the amount needed. In the event a greater or lesser quantity is needed, the right is reserved by the State to increase or decrease the amount, at the unit price stated in the proposal, if applicable.
2. Neither the State nor Using Agency obligates itself to contract for or accept more than their actual requirements during the period of the contract, as determined by actual needs and availability of appropriated funds.





## Attachment B, Special RFP Terms and Conditions

### I. Project-Specific Definitions

- A. **ARR** means At Risk Registry.
- B. **At Risk Registry** means patient tracking application used during defined emergencies.
- C. **Declared event** means any event declared by the Governor, GOHSEP, or LDH.
- D. **DHH** means Department of Health and Hospitals.
- E. **DoD** means Department of Defense
- F. **ED** means Emergency Department
- G. **EMS** means Emergency Medical Services.
- H. **EMS Designated Regional Coordinators (DRC) Functions** means regional volunteers that support emergency medical activities for LDH – ESF #8. They are familiar with health care facilities in the region, potential threats (i.e. flooding), alternate resources and emergency management processes and procedures. The EMS DRC has operational responsibility for field support.
- I. **EOC** means Emergency Operations Center.
- J. **Emergency Support Function #8 (ESF8)** is a branch organized by GOHSEP with functions assigned to Public Health and Medical.
- K. **ESF** means Emergency Support Function
- L. **EVERBRIDGE** means comprehensive event management and emergency notification system for all facility types and other agencies/individuals. Linked to MSTAT to generate automated messaging to defined groups based on changes in certain status types.
- M. **FCC** means Federal Coordinating Center.
- N. **GIS** means Geographic Information System. It is a computer system that analyzes and displays geographically referenced information. It uses data that is attached to a unique location. In the ESF 8 Portal, GIS systems displays Portal data such as bed availability, hospital power status, etc.
- O. **GOHSEP** means Governor's Office of Homeland Security and Emergency Preparedness.
- P. **Governor** means the elected executive head of a state of U.S.
- Q. **Health Pulse** means Federal System that collects data.
- R. **HHS** means Health and Human Services.
- S. **HVA** means Hazard and Vulnerability Assessment.
- T. **ICF-IID** means Intermediate Care Facilities for Individuals with Intellectual Disabilities. In the ESF 8 Portal, this category refers to group homes and other congregate living facilities for this population.
- U. **ICU** means Intensive Care Unit.
- V. **Joint Patient Tracking System (JPATS)** means Computer system operated and maintained by the Department of Health and Human Services. Can also refer to the HHS personnel element operating as part of a patient evacuation operation at an AMP. Can be part of the Patient Movement Planning Cell at GOHSEP.
- W. **LDH** means Louisiana Department of Health.
- X. **LERN** means Louisiana Emergency Response Network.
- Y. **MSTAT** means Computer application used by ESF8 to monitor the operational status of critical healthcare facilities and to track nursing home patient and other non-hospital facility resident movement.
- Z. **Procurement** means the term means the buying, purchasing, renting, leasing, or otherwise obtaining any supplies, services, or major repairs. Services shall include professional, personal, consulting and social services. It also includes all functions that pertain to the obtaining of any





public procurement, including description of requirements, selection and solicitation of sources, preparation and award of contract, and all phases of contract administration.

**AA. Sitrep** means Situational Report.

**BB. STEMI-Stroke** means ST-Elevation Myocardial Infarction. STEMI is a very serious type of heart attack during which one of the heart's major arteries (one of the arteries that supplies oxygen and nutrient-rich blood to the heart muscle) is blocked. Hospitals in Louisiana report status updates on STEMI-Stroke resource availability in the ESF 8 Portal. LERN uses this data to assist in routing patients to appropriate treatment facilities.

**CC. Tableau** means comprehensive reporting and business intelligence application used for production of a large number of reports, including daily bed polls.

**DD. Telestroke and Spoke Relationships** means referral partners for smaller facilities in the network.

**EE. TOC** means Tactical Operations Center.

**FF. TOC Operation Plan** means during a disaster EMS personnel may respond from all parts of the State to assist in emergency evacuations. 911 support, shelter operations, or other needs in impacted areas. The EMS Tactical Operation Center manages the incoming resources and coordinates response to deploy assets where they are needed. Ambulance crews responding under the state surge contract should be familiar with and have the equipment to communicate with the EMS TOC.

**GG. TPMRC-A** means The Patient Movement Requirement Center – Americas (Formerly known as GPMRC)

**HH. TRAC2ES** means Trade Reporting and Compliance Engine. It is a Federal System that integrates with our At Risk Registry.

**II. TRANSCOMM** means a unified functional combatant command which provides support to the ten other U.S. combatant commands, the military services, defense agencies and other government organizations.

**JJ. USDHHS** means United States Department of Health and Human Services.

## **II. HIPAA Business Associate Addendum**

1. The Louisiana Department of Health ("LDH") is a Covered Entity, as that term is defined herein, because it functions as a health plan and as a health care provider that transmits health information in electronic form.

2. Contractor is a Business Associate of LDH, as that term is defined herein, because contractor either: (a) creates, receives, maintains, or transmits PHI for or on behalf of LDH; or (b) provides legal, actuarial, accounting, consulting, data aggregation, management, administrative, accreditation, or financial services for LDH involving the disclosure of PHI.

3. Definitions: As used in this addendum –

**a.** The term "HIPAA Rules" refers to the federal regulations known as the HIPAA Privacy, Security, Enforcement, and Breach Notification Rules, found at 45 C.F.R. Parts 160 and 164, which were originally promulgated by the U. S. Department of Health and Human Services (LDHS) pursuant to the Health Insurance Portability and Accountability Act ("HIPAA") of 1996 and were subsequently amended pursuant to the Health Information Technology for Economic and Clinical Health ("HITECH") Act of the American Recovery and Reinvestment Act of 2009.

**b.** The terms "Business Associate", "Covered Entity", "disclosure", "electronic protected health information" ("electronic PHI"), "health care provider", "health information", "health plan", "protected health information" ("PHI"), "subcontractor", and "use" have the same meaning as set forth in 45 C.F.R. § 160.103.

**c.** The term "security incident" has the same meaning as set forth in 45 C.F.R. §164.304.



**d.** The terms “breach” and “unsecured protected health information” (“unsecured PHI”) have the same meaning as set forth in 45 C.F.R. § 164.402.

**4.** Contractor and its agents, employees and subcontractors shall comply with all applicable requirements of the HIPAA Rules and shall maintain the confidentiality of all PHI obtained by them pursuant to this contract and addendum as required by the HIPAA Rules and by this contract and addendum.

**5.** Contractor shall use or disclose PHI solely: (a) for meeting its obligations under the contract; or (b) as required by law, rule or regulation (including the HIPAA Rules) or as otherwise required or permitted by this contract and addendum.

**6.** Contractor shall implement and utilize all appropriate safeguards to prevent any use or disclosure of PHI not required or permitted by this contract and addendum, including administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the electronic protected health information that it creates, receives, maintains, or transmits on behalf of LDH.

**7.** In accordance with 45 C.F.R. § 164.502(e)(1)(ii) and (if applicable) § 164.308(b)(2), contractor shall ensure that any agents, employees, subcontractors or others that create, receive, maintain, or transmit PHI on behalf of contractor agree to the same restrictions, conditions and requirements that apply to contractor with respect to such information, and it shall ensure that they implement reasonable and appropriate safeguards to protect such information. Contractor shall take all reasonable steps to ensure that its agents', employees' or subcontractors' actions or omissions do not cause contractor to violate this contract and addendum.

**8.** Contractor shall, within three (3) days of becoming aware of any use or disclosure of PHI, other than as permitted by this contract and addendum, report such disclosure in writing to the person(s) named in section 14 (Terms of Payment), page 1 of the CF-1. Disclosures which must be reported by contractor include, but are not limited to, any security incident, any breach of unsecured PHI, and any “breach of the security system” as defined in the Louisiana Database Security Breach Notification Law, La.R.S. 51:3071 et seq. At the option of LDH, any harm or damage resulting from any use or disclosure which violates this contract and addendum shall be mitigated, to the extent practicable, either: (a) by contractor at its own expense; or (b) by LDH, in which case contractor shall reimburse LDH for all expenses that LDH is required to incur in undertaking such mitigation activities.

**9.** To the extent that contractor is to carry out one or more of LDH's obligations under 45 C.F.R. Part 164, Subpart E, contractor shall comply with the requirements of Subpart E that apply to LDH in the performance of such obligation(s).

**10.** Contractor shall make available such information in its possession which is required for LDH to provide an accounting of disclosures in accordance with 45 CFR § 164.528. In the event that a request for accounting is made directly to contractor, contractor shall forward such request to LDH within two (2) days of such receipt. Contractor shall implement an appropriate record keeping process to enable it to comply with the requirements of this provision. Contractor shall maintain data on all disclosures of PHI for which accounting is required by 45 CFR § 164.528 for at least six (6) years after the date of the last such disclosure.

**11.** Contractor shall make PHI available to LDH upon request in accordance with 45 CFR § 164.524.

**12.** Contractor shall make PHI available to LDH upon request for amendment and shall incorporate any amendments to PHI in accordance with 45 CFR § 164.526.



**13.** Contractor shall make its internal practices, books, and records relating to the use and disclosure of PHI received from or created or received by contractor on behalf of LDH available to the Secretary of the U. S. LDHS for purposes of determining LDH's compliance with the HIPAA Rules.

**14.** Contractor shall indemnify and hold LDH harmless from and against any and all liabilities, claims for damages, costs, expenses and attorneys' fees resulting from any violation of this addendum by contractor or by its agents, employees or subcontractors, without regard to any limitation or exclusion of damages provision otherwise set forth in the contract.

**15.** The parties agree that the legal relationship between LDH and contractor is strictly an independent contractor relationship. Nothing in this contract and addendum shall be deemed to create a joint venture, agency, partnership, or employer-employee relationship between LDH and contractor.

**16.** Notwithstanding any other provision of the contract, LDH shall have the right to terminate the contract immediately if LDH determines that contractor has violated any provision of the HIPAA Rules or any material term of this addendum.

**17.** At the termination of the contract, or upon request of LDH, whichever occurs first, contractor shall return or destroy (at the option of LDH) all PHI received or created by contractor that contractor still maintains in any form and retain no copies of such information; or if such return or destruction is not feasible, contractor shall extend the confidentiality protections of the contract to the information and limit further uses and disclosure to those purposes that make the return or destruction of the information infeasible.

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

- A.** The State of Louisiana Veteran and Hudson Initiatives are designed to provide additional opportunities for Louisiana-based small entrepreneurship (sometimes referred to as LaVet's and SE's respectively) to participate in contracting and procurement with the State. A certified Veteran-Owned and Service-Connected Disabled Veteran-Owned small entrepreneurship (LaVet) and a Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) small entrepreneurship are businesses that have been certified by the Louisiana Department of Economic Development. All eligible vendors are encouraged to become certified. Qualification requirements and online certification are available at: <https://smallbiz.louisianaeconomicdevelopment.com>.
- B.** If a Proposer is not a certified small entrepreneurship as described herein, but plans to use certified small entrepreneurship(s), Proposer shall include in their proposal the names of their certified Veteran Initiative or Hudson Initiative small entrepreneurship subcontractor(s), a description of the work each will perform, and the dollar or percentage value of each subcontract.
- C.** During the term of the Contract and at expiration, the Contractor will also be required to report Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship subcontractor or distributor participation and the dollar amount of each.
- D.** In RFPs requiring the compliance of a good faith subcontracting plan, the State may require Proposers to submit information on their business relationships and arrangements with certified LaVet or Hudson Initiative subcontractors at the time of proposal review. Agreements between a Proposer and a certified LaVet or Hudson Initiative subcontractor in which the certified LaVet or Hudson Initiative subcontractor promises not to provide subcontracting quotations to other Proposers shall be prohibited.
- E.** In performing its evaluation of proposals, the State reserves the right to require a non-certified Proposer to provide documentation and information supporting a good faith subcontracting plan.



Such proof may include contracts between proposer and certified Veteran Initiative and/or Hudson Initiative subcontractor(s).

- F. If a Contract is awarded to a Proposer who proposed a good faith subcontracting plan, the Using Agency, the Louisiana Department of Economic Development (LED), or the Office of State Procurement (OSP) may audit Contractor to determine whether Contractor has complied in good faith with its subcontracting plan. The Contractor must be able to provide supporting documentation (i.e., phone logs, fax transmittals, letter, e-mails) to demonstrate its good faith subcontracting plan was followed. If it is determined at any time by the Using Agency, LED, or the OSP Director that the Contractor did not in fact perform in good faith its subcontracting plan, the Contract award or the existing Contract may be terminated.
- G. The statutes (La. R.S. 39:2171 et. seq.) concerning the Veteran Initiative may be viewed at: <http://www.legis.la.gov/Legis/Law.aspx?d=671504>.
- H. The statutes (La. R.S. 39:2001 et. seq.) concerning the Hudson Initiative may be viewed at: <http://www.legis.la.gov/Legis/Law.aspx?d=96265>.
- I. The rules for the Veteran Initiative (LAC 19:IX Chapters 11 and 13) and for the Hudson Initiative (LAC 19:VIII Chapters 11 and 13) may be viewed at: <https://www.doa.la.gov/doa/osp/vendor-resources/udson-se-veteran-initiatives/>.
- J. 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: <https://smallbiz.louisianaeconomicdevelopment.com>.
- K. 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](https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymous?quest_user=self_reg).
- L. This may be accessed from the State of Louisiana Procurement and Contract (LaPAC) Network: <https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/vendor/VndPubMain.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.



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## Attachment C, Scope of Work

### 1.0 Overview

The Louisiana Department of Health (LDH) is seeking a Contractor to provide a limited core team with a key person or a well-qualified key person to support the LDH team that provides oversight, management, and maintenance to the Emergency Support Function #8 (ESF8) Portal and At-Risk Registry. The Contractor shall provide support for ESF8 applications expansion, at minimum augment the capacity and capability of existing ESF8 staff by assisting with end-user support and configuration, end-user training, application management, application documentation, data analysis and statistical modeling, and integration with other partners at the federal and state level.

LDH, Office of Emergency Preparedness is the primary agency responsible for ESF8 functions for emergency preparedness. This includes local Emergency Medical Services (EMS)/911 support, hospital and nursing home evacuations, home health and homebound evacuations, EMS support at critical transportation needs shelters and medical special needs shelter, special population evacuations (neonates, pediatric Intensive Care Unit (ICU) patients, etc., search and rescue support and support to all other ESFs. It also includes maintaining the ESF8 Portal and the At-Risk Registry, which must be functioning and available for use by critical healthcare facilities.

### 1.1 Goals and Objectives

To support the ESF8 Portal and the At-Risk Registry and ensure they are functioning and available for use by critical healthcare facilities, provide support in training end-users in the appropriate use of the Portal and Registry, and participate in planning and assessing evacuation and patient tracking plans for healthcare facilities. Services are to be provided on an as needed basis. Contractor must be willing to work extended hours during an event.

### 2.0 Background

Within LDH, the Emergency Medical Services (EMS) plays a vital role in the State of Louisiana's preparation for and response to disasters. During a declared emergency, LDH is the lead stage agency for Emergency Support Function #8 (ESF8).

The number and scope of critical incidents and emergencies requiring ESF8 support has significantly grown in the past 3 years to include local and regional events. ESF 8 applications now support over 1,500 critical healthcare facilities along with over 4,000 users and points of contact. This growth in response requirements brought with it an increased demand for application functionality.

#### EMS Designated Regional Coordinators (DRC) Field Support Functions

EMS DRCs in affected and/or evacuating regions:

- Coordinate need for emergency medical transportation with the EMS TOC.
- Have direct responsibility for assigning and tracking emergency medical transportation assets.
- Work closely with local officials, hospitals, and nursing homes to identify needed evacuations.
- Oversight of regional data collections activities.

EMS DRCs in regions that operate shelters:

- Coordinate need for resources with the TOC.
- Have direct responsibility for monitoring and tracking emergency medical transportation assets to support shelter transports. (Shelter command staff is responsible for assigning missions at shelters.)



- Work closely with shelter officials to maintain adequate emergency medical transportation assets for shelter operations.
- Oversight of regional data collection activities.

### Summary of ESF8 Portal Applications

The ESF8 Portal is an integrated suite of applications used by over 1,500 facilities of all types. Usage is daily for hospitals and periodic for other facility types during emergencies. The portal applications listed below allow for a comprehensive collection of operational data used to gain situational awareness for critical resource status, forecasting and simulation insights for leadership during emergencies, and provision of data through various automated processes to other state and federal agencies.

Portal Application	Purpose	Users	Integrations
MSTAT	Facility reporting during both declared events and other incidents: <ul style="list-style-type: none"> <li>• Operating Status (includes general operating status, evacuation status, power status and fuel status)</li> <li>• Utility Status</li> <li>• Bed Poll</li> <li>• Generator information and fuel status</li> </ul>	All facility types <ul style="list-style-type: none"> <li>• Hospitals</li> <li>• Nursing Homes</li> <li>• Assisted Living facilities</li> <li>• Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID) homes</li> <li>• Supports and Services Centers</li> </ul>	<ul style="list-style-type: none"> <li>• Bed poll is linked in real-time to the Bed Poll in Resource Management</li> <li>• All data is linked to Tableau for reporting</li> </ul>
Resource Management	Hospital reporting on various elements including: <ul style="list-style-type: none"> <li>• Emergency Department (ED) status, wait times (for both pediatric and adult EDs, bed holds and other items)</li> <li>• Detailed bed polls by bed type (includes staffed capacity, census, and available beds).</li> <li>• Trauma service status including general and specialized surgical resources.</li> <li>• ST-Elevation Myocardial Infarction (STEMI)-Stroke resource status including Cath Lab, STEMI availability, and Telestroke Hub and Spoke relationships</li> <li>• Comprehensive COVID-19 item tracking (over 100 state and federal data elements updated daily)</li> </ul>	<ul style="list-style-type: none"> <li>• Hospitals (all types)</li> <li>• Louisiana Emergency Response Network (LERN) staff</li> <li>• EMS agencies</li> <li>• Some out-of-state hospitals and EMS agencies near Louisiana state borders</li> </ul>	<ul style="list-style-type: none"> <li>• Bed poll data for hospitals is linked real-time to MSTAT.</li> <li>• All data is linked to Tableau for reporting</li> <li>• Real-time integration with HHS HealthPulse</li> <li>• Real-time integration with Health and Human Services (HHS) Protect</li> <li>• Data summaries feed the LDH COVID-19 dashboard</li> </ul>





Portal Application	Purpose	Users	Integrations
Messaging	<p>Comprehensive event management and emergency notification system for all facility types and other agencies/individuals.</p> <ul style="list-style-type: none"> <li>• Backbone is the Everbridge emergency notification system</li> <li>• Allows emergency notifications to be sent to end users employing nine (9) different communication pathways including phone, text, and email</li> <li>• Tracks user response to messaging</li> <li>• Can track facility-level compliance with reporting requirements during declared disasters and other events.</li> </ul>	<ul style="list-style-type: none"> <li>• All facility types</li> <li>• Primary users are State ESF8 staff, LERN, and Designated Regional Coordinators.</li> </ul>	<ul style="list-style-type: none"> <li>• Linked to MSTAT to generate automated messaging to defined groups based on certain status types. For example, if a facility updates MSTAT to indicate they are on generator power, an automated message is generated and sent to a defined group.</li> <li>• Individual messaging auto-generated as needed from reporting compliance status.</li> <li>• Tightly linked to Security Management for individual contact information and position title.</li> </ul>
Hazard and Vulnerability Assessment (HVA)	<p>Detailed HVA application used by all facility types to outline detailed hazard risks and vulnerabilities.</p>	<ul style="list-style-type: none"> <li>• Available to all facility types; most heavily used by Hospitals.</li> </ul>	<ul style="list-style-type: none"> <li>• Linked to Security Management and Facility Management to determine access rights.</li> </ul>
Security Management	<p>Single Sign-On application used to define users and persons that need to perform functions in the Portal or to receive emergency notifications.</p> <ul style="list-style-type: none"> <li>• Allows the creation and maintenance of individual user accounts specifying applications to be accessed and the particular roles available in each application.</li> <li>• Currently houses information for over 4,000 individuals from over 1,500 facilities of various types.</li> </ul>	<ul style="list-style-type: none"> <li>• Specified individual facility users so that facility user accounts and contacts can be maintained.</li> <li>• All State ESF8 staff and Designated Regional Coordinators</li> </ul>	<ul style="list-style-type: none"> <li>• Security Management determines application access rights, contact information for Messaging and user configurations.</li> </ul>
Facility Management	<p>Comprehensive facility management application defining critical facility information and overall operating and business status.</p> <ul style="list-style-type: none"> <li>• Over 1,500 different facilities currently defined.</li> <li>• Contains GIS coordinates for the facility and helipad locations (primarily for hospitals).</li> </ul>	<ul style="list-style-type: none"> <li>• State ESF8 staff only</li> </ul>	<p>The application works in tandem with Security Management to determine application access rights and listings in various application views.</p>





Portal Application	Purpose	Users	Integrations
Tableau	Comprehensive reporting and business intelligence application used for production of a large number of reports, including daily bed polls and COVID data.	<ul style="list-style-type: none"> <li>State ESF8 staff and Designated Regional Coordinators</li> </ul>	<ul style="list-style-type: none"> <li>Primary means of integrating with Health Pulse.</li> <li>Connects to all data tables in ESF 8 Portal applications.</li> </ul>
ESF8 Mobile app	Provided on both iOS and Android platforms, the mobile app allows individual users to update all facility information normally presented in Resource Management, MSTAT and Messaging.	<ul style="list-style-type: none"> <li>All Portal users</li> </ul>	<ul style="list-style-type: none"> <li>Tight integration with Security Management to present only defined user access to applications and functions identified in Security.</li> </ul>
At Risk Registry	Patient tracking application used during defined emergencies. <ul style="list-style-type: none"> <li>Contains detailed patient information used to determine evacuation methods and timing</li> <li>Allows detailed of individual patient tracking from the originating hospital to evacuation points and finally to destination hospitals.</li> <li>Facilitates large-scale patient transfers across the State and into the federal Region 6 states.</li> </ul>	<ul style="list-style-type: none"> <li>Designated hospital personnel in Louisiana and Region 6 receiving hospitals.</li> <li>Designated Regional Coordinators, State ESF8 staff and federal HHS staff.</li> <li>Federal Coordinating Center (FCC) staff in receiving states.</li> </ul>	<ul style="list-style-type: none"> <li>The application is integrated with the US TRANSCOM TRAC2ES patient movement system to facilitate aircraft load planning, staffing, and departure/receiving airports.</li> <li>Similar integration is available with the federal HHS Joint Patient Tracking System (JPATS).</li> </ul>

### 3.0 Deliverables

Below are the project duties that the Contractor will participate in, but the Contract Monitor will determine priorities and assign the hours that will be dedicated to each task.

When assigned by the Contract Monitor, the Contractor will assist the ESF8 team as follows:

1. Update all facility databases in the Portal to be synchronized in preparation for an upcoming hurricane season. Required preparations for each hurricane season will be completed by June 1<sup>st</sup>, and will be maintained on a quarterly basis after that.
2. Help review and identify all key data elements related to facility configuration. This will include assisting the LDH team with providing oversight of ESF8 portal contractors and determining contract activations/assignments necessary for the ESF8 portal and the At-Risk Registry. Produce a status report by May 1 of each year. This report shall detail the missing configuration elements and provide an action plan for remediation and ongoing maintenance.
3. Update the database synchronization and facility configuration analysis will be repeated annually before the start of each hurricane season.
4. By March 30<sup>th</sup> of each year during this contact, supply a training schedule for all relevant ESF8 staff, supporting agencies and end-users. The Contractor shall coordinate with State trade associations and Designated Regional Coordinators for the scope and logistics of the required training. Training must include all relevant Portal applications.



5. Develop the training materials required for end-users at least one (1) week before scheduled training sessions. State ESF8 staff will be responsible for the production of the actual training materials, including but not limited to assisting with documentation of process flows, and other documents as assigned. Under the direction of the Contract Monitor, the Contractor will assist with updating training and modify training user guides.
6. Participate in conducting annual trainings as directed by ESF8 staff as directed by the Contract Monitor.
7. In coordination with ESF8 staff, by March 30<sup>th</sup> of each contract year, assist with conducting the end-user training either on-site with end-users or through remote learning methods.
8. By June 1<sup>st</sup> of each contract year, assist with completing testing of the data exchange protocols with State and federal partners. At minimum, this must include successful data exchange with the Theater Patient Movement Requirements Center (U.S. Department of Defense (DoD)) and the Joint Patient Assessment and Tracking System (U.S. Department of Health and Human Services (USDHHS)).
  - a. Report the results of the testing to ESF8 staff and will assist in the development of remediation plans.
  - b. Given that the testing requires the participation of federal staff and/or contractors for DoD and USDHHS, the Contractor will not be responsible for completion of the testing if the DoD and/or USDHHS are unable to participate.
  - c. Be responsible for the documentation of all vendor contacts with these agencies.
9. Assist with the management of the At-Risk Registry (ARR) module. This includes at least the following:
  - a. During declared events, coordinates data requirements with ESF8 staff and will provide the following on a schedule to be determined by ESF8 staff:
    - i. Draft a messaging plan that addresses the specific actions required of end-users and State ESF8 staff and partners.
    - ii. Provide data summaries of facility activities and patient movement requirements and progress.
    - iii. Monitor end-user facility updates and federal system data exchange statuses.
10. Contractor may be activated to work during declared disaster events providing duties listed above, and/or other portal related data requirements. This may include but not be limited to creating a need to work at the Emergency Operations Center (EOC) site for shift work and extended hours. To include the collation, crosswalk and data conservation with multiple sources – i.e., Sitrep reports, EOC briefs and portal data. Duties may also include the development to produce “polished” products for leadership level, which can include the Governor’s Office related to an event.

#### **4.0 Location/Hours of Operation**

Location of work could be LDH in Baton Rouge or any other location within the State of Louisiana as directed by the Contract Monitor. Hours of operation are on an as needed basis. Contractor will be required to work extended hours during an event.

#### **5.0 Performance Requirements**

Performance measures for the Contract shall include Contractor’s timely and successful completion, submission, and performance of any work product being sought and provided through the Contract, consistent with the provisions, goals and objectives, and deliverables of the Contract.

Contractor will deliver the following products:

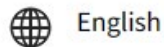
1. Attend and assist EOC/LDH/GOHSEP in meetings when necessary.
2. Monitor and assist ESF-8, LDH-Watch, and GOHSEP to ensure situational awareness.
3. Provide reports, status updates, and situational tracking when requested.



4. Submit completed work/timesheets to LDH Management for approval.
5. Respond to all requests from contract monitor timely.
6. Attendance at planning meetings may be held upon mutual agreement of contractor and the agency.

## 5.1 Performance Measurements

The Director of Emergency Preparedness or designee will review and monitor the reports, plans, training schedules and materials for completeness and accuracy. Completion of all deliverables is required to satisfy the Contract obligations.



The Federal Emergency Management Agency consists of ten regions in the continental United States and territories.





## Attachment D, RFP Evaluation Plan

### I. Initial Responsiveness

Proposals will be reviewed for completeness and initial responsiveness. Proposals omitting required documents or responses may be rejected in accordance with Attachment A, Standard RFP Terms and Conditions.

### II. Mandatory Minimum Requirements

Complete and responsive proposals will be reviewed for compliance with the following Mandatory Minimum Requirements:

Requirement	Evaluation
Proposer shall have at least five (5) years of experience working with a data portal environment. The Proposer shall have a working knowledge of how end-users will utilize applications, functionality of multiple applications, and how the applications' information will be collaboratively organized and integrated.	Pass/fail
Proposer shall have at least three (3) years of experience with portal warehouse data management; extraction of the data; utility and organization of reports based on the warehoused data.	Pass/fail
Proposer shall have at least two (2) years of working relationships with regional DRC structures. The regional tiered structure is critical to quality assurance and collection/collation of robust data throughout all phases of an event.	Pass/fail
Proposer shall have at least two (2) years of relationships with emergency response management teams. Emergency Management is based on mitigation of threats requiring quick pivots in action. A working relationship with Emergency Management is intended to ensure that collected data can be organized and visualized in metrics.	Pass/fail
Proposer shall have at least two (2) years knowledge of how portal data is used during a disaster response event. The structures for collecting data must be nimble so that data supports face paced unfolding events.	Pass/fail
Proposer shall have at least three (3) years of experience conducting training classes for system users.	Pass/fail
Proposer must be free of any actual or perceived conflict of interest that would create an appearance of impropriety or would interfere with the performance of its duties and obligations under the Contract, any other contract with LDH, or any applicable LDH written policies. As part of the Scope of Work to be provided under the award of this RFP, the successful Proposer will assist to provide oversight and assignments to contractors that provide data services for the ESF8 portal and the At-Risk Registry. A conflict of interest shall include, but is not limited to, the Proposer acting as a provider of data and/or support services that support the ESF8 portal directly through a contract with LDH. Any Proposer that is found to have a conflict of interest will have their proposal rejected and will not be considered for award.	Pass/fail



Proposals failing to meet or exceed all Mandatory Minimum Requirements may be rejected in accordance with Attachment A, Standard RFP Terms and Conditions.

### III. Technical Factors

Proposals meeting or exceeding the Mandatory Minimum Requirements will be evaluated in light of the material and the substantiating evidence presented to the State, not on the basis of what may be inferred. The following Technical Criteria are of importance and relevance to the evaluation of this RFP and will be used by the State Evaluation Committee in the evaluation of the technical proposal:

Factor	Points Possible
Company Background and Experience	18
Approach and Methodology	18
Proposed Staff Qualifications	27
<b>Technical Total:</b>	<b>63</b>

**For a Proposer to proceed to the Financial Proposal and Veteran and Hudson Initiative evaluation, the Proposer shall achieve a minimum score equivalent to fifty percent (50%) of the possible points assigned to the Technical Proposal. Any Proposal failing to receive the minimum score at the completion of the detailed evaluation of the technical proposals will not be evaluated further and will be ineligible for award.**

### IV. Cost

Financial Proposals for proposals not rejected following evaluation of Technical Criteria will be evaluated. The following financial criteria will be evaluated: all-inclusive Hourly Rate.

Prices proposed by the Proposers shall be submitted on the Price Schedule Attachment. Prices proposed shall be firm.

The information provided in response to this section will be used in the Financial Evaluation to calculate lowest evaluated cost.

A Proposer's computed cost score will be based on the cost information provided in Price Schedule Attachment and computed as follows:

$$CCS = (LPC/PC \times FPP)$$

Where:

- CCS = Computed cost score (points) for Proposer being evaluated
- LPC = Lowest proposed cost of all Proposers
- PC = Total cost of Proposer being evaluated
- FPP = Financial Proposal Points

Note: This contract will be capped at \$150,000. In the event there are emergency declaration(s) for event(s), the contractor may be required to support the ESF8 Portal and the At-Risk Registry and perform the other deliverables listed in the Statement of Work. The total cost may be increased to cover the event(s). Any such additional requirement will be processed through a contract amendment if needed.

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

Twelve percent (12%) of the total evaluation points in this RFP are reserved for Proposers who are certified small entrepreneurship or who will engage the participation of one or more certified small



entrepreneurships as subcontractors. Reserved points shall be added to the applicable Proposers' evaluation score as follows:

Proposer Status and Allotment of Reserved Points

- A. If the Proposer is a certified Veterans Initiative small entrepreneurship, the Proposer shall receive points equal to twelve percent (12%) of the total evaluation points in this RFP.
- B. If the Proposer is a certified Hudson Initiative small entrepreneurship, the Proposer shall receive points equal to ten percent (10%) of the total evaluation points in this RFP.
- C. If the Proposer demonstrates its intent to use certified small entrepreneurship(s) in the performance of contract work resulting from this solicitation, the Proposer shall receive points equal to the net percentage extent of contract work which is projected to be performed by or through certified small entrepreneurship subcontractors, multiplied by the appropriate number of evaluation points.
- D. The total number of points awarded pursuant to this Section shall not exceed twelve percent (12%) of the total number of evaluation points in this RFP.

## VI. Evaluation Summary

Stage	Points Possible
Technical Criteria Evaluation	63
Cost Evaluation	25
Veteran and Hudson Initiative Evaluation	12
<b>Total:</b>	<b>100</b>

## VII. Award Selection

The scores for the Financial Proposals, Technical Proposals and Veteran and Hudson Initiative will be combined to determine the overall score. The Proposer with the highest overall score will be recommended for award.





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## Attachment E, Sample Contract

### 1.0 Contract

Be it known, that effective upon approval by the Office of State Procurement, as evidenced by the Director's, or designee's, signature on this document, the Louisiana Department of Health (hereinafter sometimes referred to as "State") and \_\_\_\_\_ (hereinafter sometimes referred to as "Contractor") do hereby enter into this Contract under the following terms and conditions.

### 2.0 Term of Contract

This Contract shall begin on \_\_\_\_\_ and shall end on \_\_\_\_\_ unless otherwise terminated in accordance with the Termination provisions of this Contract. Initial contract time may not exceed 36 months. The continuation of this contract is contingent upon the appropriation of funds.

At the option of the State and acceptance of the Contractor, the contract may be extended for 2 additional 12-month periods at the same prices, terms, and conditions.

Prior to the extension of the contract beyond the initial 36-month term, prior approval by the Joint Legislative Committee on the Budget (JLCB) or other approval authorized by law shall be obtained. Such written evidence of JLCB approval shall be submitted, along with the contract amendment to the Office of State Procurement (OSP) to extend contract terms beyond the 36-month term. Total contract term may not exceed 60 months.

### 3.0 Statement of Work

Contractor hereby agrees to furnish the following services as detailed in the **Statement of Work** attachment.

### 4.0 Payment Terms

The State shall pay the Contractor in accordance with the **Pricing Schedule Attachment**. The Contractor may invoice the Using Agency monthly at the billing address designated by the State. Payments will be made by the State within approximately thirty (30) days after receipt of a properly executed invoice, and approval by the State. Invoices shall include the contract and order number, using department and product purchased. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided.

Payment will be made only upon approval of The Executive Director of Emergency Preparedness or designee.

#### 4.1. Late Payments

Interest due by the Using Agency for late payments shall be in accordance with La. R.S. 39:1695 at the rates established in La. R.S. 13:4202.

#### 4.2. Prohibition Against Advance Payments

No compensation or payment of any nature shall be made in advance of services actually performed, unless allowed by law or otherwise stated herein.

### 5.0 Taxes

The Contractor agrees that all applicable taxes are included in the Pricing Schedule set forth in Attachment \_\_\_\_ to this Contract. State agencies are exempt from all State and local sales and use taxes.

The Contractor acknowledges that: (1) a LDR tax clearance certificate is required for approval of this contract and (2) Contractor is currently compliant in filing all applicable tax returns and reports, and in the payment of all taxes, interest, penalties, and fees owed to the State. The State reserves the right to withdraw its consent to this contract





without penalty and to proceed with alternate arrangements should the Contractor fail to resolve any identified outstanding tax compliance discrepancies with the LDR within seven (7) business days of such notification.

## **6.0 Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Reporting Requirements**

During the term of this 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 or distributor participation and the dollar amount of each.

If the Contractor proposed a good faith subcontracting plan, the Using Agency, the Louisiana Department of Economic Development (LED), or the Office of State Procurement (OSP) may audit the Contractor to determine whether the Contractor has complied in good faith with its subcontracting plan. The Contractor must be able to provide supporting documentation (i.e., phone logs, fax transmittals, letter, e-mails) to demonstrate its good faith subcontracting plan was followed. If it is determined at any time by the Using Agency, LED, or the OSP Director that the Contractor did not in fact perform in good faith its subcontracting plan, the contract award or the existing Contract may be terminated.

## **7.0 Termination**

The State of Louisiana has the right to terminate this Contract immediately for any of the following reasons: (a) misrepresentation by the Contractor; (b) Contractor's fraud, collusion, conspiracy or other unlawful means of obtaining any contract with the State of Louisiana; (c) conflict of contract provisions with constitutional or statutory provisions of State or Federal Law; (d) abusive or belligerent conduct by the Contractor towards an employee or agent of the State; (e) Contractor's intentional violation of the Louisiana Procurement Code (La. R.S. 39:1551 et seq.) and its corresponding regulations; or, (f) any listed reason for debarment under La. R.S. 39:1672.

### **7.1. Termination for Cause**

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

The 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 file a claim with the Chief Procurement Officer under La. R.S. 39:1671 -1673.

### **7.2. Termination for Convenience**

The State of Louisiana may terminate this Contract for convenience at any time (1) by giving thirty (30) days written notice to the Contractor of such termination; or (2) by negotiating with the Contractor an effective date. The State shall pay the Contractor for, if applicable: (a) deliverables in progress; (b) the percentage that has been completed satisfactorily; and, (c) for transaction-based services up to the date of termination, to the extent work has been performed satisfactorily.

### **7.3. Termination for Non-Appropriation of Funds**

The continuation of this Contract is contingent upon the appropriation of funds to fulfill the requirements of this Contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of this Contract or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act or 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 this Contract, this Contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

## **8.0 Contract Modifications**

No amendment or modification 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 this Contract is binding on any of the parties.

Changes to this Contract include any change in a) compensation; b) beginning/ending date of this Contract; c) scope of work; and/or d) Contractor change through the assignment of contract process. Any such changes, once approved, will result in the issuance of an amendment to this Contract.

## **9.0 Ownership of Work Product**

All data, files, documentation, records, worksheets, or any other related materials obtained, prepared, or developed by the Contractor under this Contract are the property of the State. If applicable, all software and customizations developed under this Contract are the property of the State. Contractor, at its expense, shall deliver this property to the State at the termination or expiration of this Contract, unless otherwise required by this Contract. Delivery of this property shall be in a form specified by the State.

## **10.0 Record Ownership**

All records, reports, documents and other material delivered or transmitted to Contractor by the State shall remain the property of the State. Contractor, at its expense, shall return this property to the State at the termination or expiration of this Contract, unless otherwise required by this Contract. Delivery of this property shall be in a form specified by the State.

## **11.0 Use of State Property**

Any property of the State furnished to the Contractor shall, unless otherwise provided herein, or approved by the State and/or Using Agency, be used only for the performance of this Contract.

The Contractor shall be responsible for any loss or damage to property of the State and/or Using Agency which results from willful misconduct or lack of good faith on the part of the Contractor or which results from the failure on the part of the Contractor to maintain and administer that property in accordance with sound management practices, to ensure that the property will be returned to the State and/or Using Agency in like condition, except for normal wear and tear, to that in which it was furnished to the Contractor. Upon the happening of loss, or destruction of, or damage to property of the State, the Contractor shall notify the State thereof and shall take all reasonable steps to protect that property from further damage.

The Contractor shall surrender to the State and/or Using Agency all property of the State and/or Using Agency prior to completion, termination, or cancellation of this Contract, unless otherwise specified herein. All reference to the Contractor under this section shall include any of its employees, agents, or subcontractors.

## **12.0 State Project Manager**

State shall appoint a Project Manager 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 Manager 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.



### **13.0 Waiver**

Waiver of any breach of any term or condition of this Contract shall not be deemed a waiver of any prior or subsequent breach. No term or condition of this Contract shall be held to be waived, modified or deleted except by the written consent of both parties.

### **14.0 Warranties**

Contractor warrants that all services shall be performed in good faith, with diligence and care, by experienced and qualified personnel in a professional, workmanlike manner, and according to its current description (including any completion criteria) contained in the scope of work.

No Surreptitious Code Warranty. Contractor warrants that Contractor will make all commercially reasonable efforts not to include any Unauthorized Code in the software provided hereunder. "Unauthorized Code" means any virus, Trojan horse, worm or other software routine or component designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data, or to perform any other such actions. Excluded from this prohibition are identified and State-authorized features designed for purposes of maintenance or technical support.

Contractor further warrants that it has the right to provide and or license its product to the State and that it will operate in accordance with this Contract. In the event of a material failure of Contractor's product to function and operate, and/or failure by the Contractor to perform its obligations, in accordance with the terms and conditions of this Contract that results in the termination of this Contract for cause by the State, the State will not be obligated to compensate the Contractor of any costs incurred by Contractor.

Extent of Warranty: THESE WARRANTIES REPLACE ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

### **15.0 Duty to Defend**

Upon notice of any claim, demand, suit, or cause of action against the State, alleged to arise out of or be related to this Contract, Contractor shall investigate, handle, respond to, provide defense for, and defend at its sole expense, even if the claim, demand, suit, or cause of action is groundless, false, or fraudulent. The State may, but is not required to, consult with or assist the Contractor, but this assistance shall not affect the Contractor's obligations, duties, and responsibilities under this section. Contractor shall obtain the State's written consent before entering into any settlement or dismissal.

### **16.0 Liability and Indemnification**

#### **16.1. Contractor Liability**

Contractor shall be liable without limitation to the State for any and all injury, death, damage, loss, destruction, damages, costs, fines, penalties, judgments, forfeitures, assessments, expenses (including attorney fees), obligations, and other liabilities of every name and description, which may occur or in any way arise out of any act or omission of Contractor, its owners, agents, employees, partners or subcontractors.

#### **16.2. Force Majeure**

It is understood and agreed that neither party can foresee the exigencies beyond the control of each party which arise by reason of an Act of God or force majeure; therefore, neither party shall be liable for any delay or failure in performance beyond its control resulting from an Act of God or force majeure. The State shall determine whether a delay or failure results from an Act of God or force majeure based on its review of all facts and circumstances. The parties shall use reasonable efforts, including but not limited to, use of continuation of operations plans (COOP), business continuity plans, and disaster recovery plans, to eliminate or minimize the effect of such events upon the performance of their respective duties under this Contract.



### **16.3. Indemnification**

Contractor shall fully indemnify and hold harmless the State, without limitation, for any and all injury, death, damage, loss, destruction, damages, costs, fines, penalties, judgments, forfeitures, assessments, expenses (including attorney fees), obligations, and other liabilities of every name and description, which may occur or in any way arise out of any act or omission of Contractor, its owners, agents, employees, partners or subcontractors. The Contractor shall not indemnify for the portion of any loss or damage arising from the State's act or failure to act.

### **16.4. Intellectual Property Indemnification**

Contractor shall fully indemnify and hold harmless the State, without limitation, from and against damages, costs, fines, penalties, judgments, forfeitures, assessments, expenses (including attorney fees), obligations, and other liabilities in any action for infringement of any intellectual property right, including but not limited to, trademark, trade-secret, copyright, and patent rights.

When a dispute or claim arises relative to a real or anticipated infringement, the Contractor, at its sole expense, shall submit information and documentation, including formal patent attorney opinions, as required by the State.

If the use of the product, material, service, or any component thereof is enjoined for any reason or if the Contractor believes that it may be enjoined, Contractor, while ensuring appropriate migration and implementation, data integrity, and minimal delays of performance, shall at its sole expense and in the following order of precedence: (i) obtain for the State the right to continue using such product, material, service, or component thereof; (ii) modify the product, material, service, or component thereof so that it becomes a non-infringing product, material, or service of at least equal quality and performance; (iii) replace the product, material, service, or component thereof so that it becomes a non-infringing product, material, or service of at least equal quality and performance; or, (iv) provide the State monetary compensation for all payments made under the Contract related to the infringing product, material, service, or component, plus for all costs incurred to procure and implement a non-infringing product, material, or service of at least equal quality and performance. Until this obligation has been satisfied, the Contractor remains in default.

The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon the State's unauthorized: i) modification or alteration of the product, material or service; ii) use of the product, material or service in combination with other products not furnished by Contractor; or, iii) use of the product, material or service in other than the specified operating conditions and environment.

### **16.5. Limitations of Liability**

For all claims against the Contractor not governed by any other provision of this Section, regardless of the basis on which the claim is made, the Contractor's liability for direct damages shall be limited to two times the maximum dollar amount of the Contract.

The Contractor shall not be liable for incidental, indirect, special, or consequential damages, unless otherwise specifically enumerated herein, or in a resulting task order or purchase order mutually agreed upon between the parties. In no circumstance shall the State be liable for incidental, indirect, special, or consequential damages; lost profits; lost revenue; or lost institutional operating savings.

### **16.6. Other Remedies**

If the Contractor fails to perform in accordance with the terms and conditions of this Contract, or if any lien or claim for damages, penalties, costs and the like is asserted by or against the State, then, upon notice to the Contractor, the State may pursue all remedies available to it at law or equity, including retaining monies from amounts due the Contractor and proceeding against any surety of the Contractor.



## **17.0 Insurance**

The Contractor shall purchase and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors.

The Contractor shall furnish the State with certificates of insurance effecting coverage(s) required by this contract in accordance with Exhibit I - Insurance Requirements for Contractors. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates are to be received and approved by the State before work commences. The State reserves the right to require complete certified copies of all required policies, at any time. The Contractor shall maintain the insurance as specified shown in Exhibit I - Insurance Requirements for Contractors for the full term of the Contract. Failure to comply shall be grounds for termination of the Contract.

## **18.0 Licenses and Permits**

Contractor shall secure and maintain all licenses and permits, and pay inspection fees required to do the work required to complete this Contract, if applicable.

## **19.0 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.

## **20.0 Subcontractors**

The Contractor may, with prior written permission from the State and/or Using Agency, 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 Using 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.

## **21.0 Substitution of Personnel**

If, during the term of the contract, the Contractor or subcontractor cannot provide the personnel as proposed and requests a substitution, that substitution shall meet or exceed the requirements stated herein. A detailed resume of qualifications and justification is to be submitted to the State for approval prior to any personnel substitution. In the event that any Contractor personnel become unavailable due to resignation, illness, or other factors, excluding assignment to project outside this contract, outside of the Contractor's reasonable control, as the case may be, the Contractor shall be responsible for providing an equally qualified replacement in time to avoid delays in completing tasks. It shall be acknowledged by the Contractor that every reasonable attempt shall be made to assign the personnel listed in the Contractor's proposal.

The State shall reserve the right to require removal and replacement of any contract personnel whose performance it considers unacceptable.

## **22.0 Assignability**

Contractor may assign its interest in the proceeds of this Contract to a bank, trust company, or other financial institution. Within ten (10) calendar days of the assignment, the Contractor shall provide notice of the assignment to the State and the Office of State Procurement. The State will continue to pay the Contractor and will not be obligated to direct payments to the assignee until the State has processed the assignment.

Except as stated in the preceding paragraph, Contractor shall only transfer an interest in the Contract by



assignment, novation, or otherwise, with prior written consent of the State. The State's written consent of the transfer shall not diminish the State's rights or the Contractor's responsibilities and obligations.

### **23.0 Code of Ethics**

The Contractor acknowledges that Chapter 15 of Title 42 of the Louisiana Revised Statutes (La. 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.

### **24.0 Confidentiality**

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 the contract, or which become available to the Contractor in carrying out the 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 this 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 this 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 Louisiana Department of Health.

### **25.0 Contract Controversies**

Any claim or controversy arising out of this Contract shall be resolved by the provisions of Louisiana Revised Statute 39:1671-1673, as applicable.

### **26.0 Right to Audit**

The State Legislative auditor, federal auditors and internal auditors of the Louisiana Department of Health, Division of Administration, or others so designated by the DOA, shall have the option to audit all accounts directly pertaining to this Contract for a period of five (5) years from the date of final payment or as required by applicable State and Federal Law. The Contractor and subcontractor shall maintain such books and records for this five-year period and cooperate fully with the authorized auditing agency. Records shall be made available during normal working hours for this purpose.

### **27.0 Data/Record Retention**

Contractor and subcontractor shall retain all their books, their records, and their other documents relevant to this Contract and the funds expended hereunder for five years after final payment or, if Federal funds are used, as required by applicable Federal law, whichever is longer.

### **28.0 Sanitization of State Data/Records in Contractor's Custody**

Contractor shall sanitize all State data and records in compliance with NIST SP 800-88 Rev 1, and any future revisions thereto, unless a specific alternative is approved in writing by the Louisiana DOA OTS Information Security Team. Contractor shall provide quarterly a Certificate of Sanitization to the Using Agency's contract monitor.





## **29.0 Contractor's Certification of No Federal Suspension or Debarment**

Contractor has a continuing obligation to disclose any suspensions or debarment by any government entity, including but not limited to General Services Administration (GSA). Failure to disclose may constitute grounds for suspension and/or termination of the Contract and debarment from future Contracts.

## **30.0 Contractor's Cooperation**

The Contractor has the duty to fully cooperate with the State and provide any and all requested information, documentation, etc. to the State when requested. This applies even if this Contract is terminated and/or a lawsuit is filed. Specifically, the Contractor shall not limit or impede the State's right to audit or shall not withhold State owned documents.

## **31.0 Security**

Contractor's personnel shall comply with all security regulations in effect at the State's premises and externally for materials and property belonging to the State or to the project. Where special security precautions are warranted (e.g., correctional facilities), the State shall provide such procedures to the Contractor, accordingly.

The Contractor shall comply with the Office of Technology Services' Information Security Policy at <https://www.doa.la.gov/doa/ots/about-us/infosec/>.

Contractor is responsible for promptly reporting to the State any known breach of physical or information security.

### **31.1. Cybersecurity Training**

In accordance with La. R.S. 42:1267(B)(3) and the State of Louisiana's Information Security Policy, if the Contractor, any of its employees, agents, or subcontractors will have access to State government information technology assets, the Contractor's employees, agents, or subcontractors with such access must complete cybersecurity training annually, and the Contractor must present evidence of such compliance annually and upon request. The Contractor may use the cybersecurity training course offered by the Louisiana Department of State Civil Service without additional cost.

For purposes of this Section, "access to State government information technology assets" means the possession of credentials, equipment, or authorization to access the internal workings of State information technology systems or networks. Examples would include but not be limited to State-issued laptops, VPN credentials to access the State network, badging to access the State's telecommunications closets or systems, or permissions to maintain or modify IT systems used by the State. Final determination of scope inclusions or exclusions relative to access to State government information technology assets will be made by the Office of Technology Services.

## **32.0 Commencement of Work**

No work shall be performed by Contractor and the State shall not be bound until such time as this Contract is fully executed between the State and the Contractor and all required approvals are obtained.

## **33.0 Compliance with Civil Rights Laws**

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 Employment Opportunity Act of 1972, Federal Executive Order 11246 as amended, 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 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.

#### **34.0 Anti-Kickback Clause**

The Contractor hereby agrees to adhere to the mandate dictated by the Copeland "Anti-Kickback" Act which provides that each Contractor or subgrantee shall be prohibited from inducing, by any means, any person employed in the completion of work, to give up any part of the compensation to which he is otherwise entitled.

#### **35.0 Clean Air Act**

The Contractor hereby agrees to adhere to the provisions which require compliance with all applicable standards, orders or requirements issued under Section 306 of the Clean Air Act which prohibits the use under non-exempt Federal contracts, grants or loans of facilities included on the Environmental Protection Agency (EPA) list of Violating Facilities.

#### **36.0 Energy Policy and Conservation Act**

The Contractor hereby recognizes the mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act (P.L. 94-163).

#### **37.0 Clean Water Act**

The Contractor hereby agrees to adhere to the provisions which require compliance with all applicable standards, orders, or requirements issued under Section 508 of the Clean Water Act which prohibits the use under non-exempt Federal contracts, grants or loans of facilities included on the Environmental Protection Agency (EPA) List of Violating Facilities.

#### **38.0 Anti-Lobbying and Debarment Act**

The Contractor will be expected to comply with Federal statutes required in the Anti-Lobbying Act and the Debarment Act.

#### **39.0 Prohibition of Discriminatory Boycotts of Israel**

In accordance with La. R.S. 39:1602.1, for any contracts with a value of \$100,000 or more and for any Contractor with five (5) or more employees, the Contractor certifies that it is not engaging in a boycott of Israel and it will, for the duration of its contractual obligations, refrain from a boycott of Israel.

The State reserves the right to terminate this Contract if the Contractor, or any Subcontractor, engages in a boycott of Israel during the term of this Contract.

#### **40.0 Prohibited Use of Funds**

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.



#### **41.0 E-Verify**

The Contractor shall comply with the provisions of La. R.S. 23:995 and federal law pertaining to E-Verify in the performance of services under this Contract.

#### **42.0 Headings**

Descriptive headings in this Contract are for convenience only and shall not affect the construction of this Contract or meaning of contractual language.

#### **43.0 Governing Law**

This Contract shall be interpreted under Louisiana Law, including but not limited to La. R.S. 39:1551-1736 (Louisiana Procurement Code) and La. R.S. 39:196-200 (Information Technology Procurement Code), if applicable; purchasing rules and regulations; executive orders; terms and conditions; and specifications listed in the RFP and this Contract. Venue of any action brought, after exhaustion of administrative remedies, with regard to all activities associated with this Contract shall be in the Nineteenth Judicial District Court, Parish of East Baton Rouge, State of Louisiana.

#### **44.0 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.

#### **45.0 Order of Precedence**

The Request for Proposals (RFP), dated \_\_\_\_\_, addenda thereto, and the Contractor's Proposal dated \_\_\_\_\_, are attached hereto and, incorporated into this Contract as though fully set forth herein. In the event of an inconsistency between this Contract, the RFP and addenda thereto, and/or the Contractor's Proposal, unless otherwise provided herein, the inconsistency shall be resolved by giving precedence first to this Contract, then to the RFP and addenda thereto, and finally, the Contractor's Proposal.

**Request for Proposals for**

RFP for Staff Augmentation ESF8 Portal Support for LDH

**Solicitation Number** [\*\*Doc685323095\*\*](#)



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IN WITNESS WHEREOF, the parties have executed this Contract.

CONTRACTOR SIGNATURE:

By:

Name:

Title:

Date:

LOUISIANA DEPARTMENT OF HEALTH SIGNATURE:

By:

Name:

Title:

Date:

Office of State Procurement Approval:

By:

Title:

Date:



## **Exhibit I: Insurance Requirements for Contractors**

### **INSURANCE**

The Contractor shall purchase and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors.

### **MINIMUM SCOPE AND LIMITS OF INSURANCE**

#### **Workers Compensation**

Workers Compensation insurance shall be in compliance with the Workers Compensation law of the State of the Contractor's headquarters. Employers Liability is included with a minimum limit of \$1,000,000 per accident/per disease/per employee. If work is to be performed over water and involves maritime exposure, applicable LHWCA, Jones Act, or other maritime law coverage shall be included. A.M. Best's insurance company rating requirement may be waived for workers compensation coverage only.

#### **Commercial General Liability**

Commercial General Liability insurance, including Personal and Advertising Injury Liability and Products and Completed Operations, shall have a minimum limit per occurrence of \$1,000,000 and a minimum general annual aggregate of \$2,000,000. The Insurance Services Office (ISO) Commercial General Liability occurrence coverage form CG 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. Claims-made form is unacceptable.

#### **Automobile Liability**

Automobile Liability Insurance shall have a minimum combined single limit per accident of \$1,000,000. ISO form number CA 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. This insurance shall include third-party bodily injury and property damage liability for owned, hired and non-owned automobiles.

### **DEDUCTIBLES AND SELF-INSURED RETENTIONS**

Any deductibles or self-insured retentions must be declared to and accepted by the Agency. The Contractor shall be responsible for all deductibles and self-insured retentions.

### **OTHER INSURANCE PROVISIONS**

The policies are to contain, or be endorsed to contain, the following provisions:

#### **Commercial General Liability and Automobile Liability Coverages**

The Agency, its officers, agents, employees and volunteers shall be named as an additional insured as regards negligence by the Contractor. ISO Forms CG 20 10 (for ongoing work) AND CG 20 37 (for completed work) (current forms approved for use in Louisiana), or equivalents, are to be used when applicable. The coverage shall contain no special limitations on the scope of protection afforded to the Agency.

The Contractor's insurance shall be primary as respects the Agency, its officers, agents, employees and volunteers for any and all losses that occur under the contract. Any insurance or self-insurance maintained by the Agency shall be excess and non-contributory of the Contractor's insurance.

#### **Workers Compensation and Employers Liability Coverage**



To the fullest extent allowed by law, the insurer shall agree to waive all rights of subrogation against the Agency, its officers, agents, employees and volunteers for losses arising from work performed by the Contractor for the Agency.

#### All Coverages

All policies must be endorsed to require 30 days written notice of cancellation to the Agency. Ten-day written notice of cancellation is acceptable for non-payment of premium. Notifications shall comply with the standard cancellation provisions in the Contractor's policy. In addition, Contractor is required to notify Agency of policy cancellations or reductions in limits.

The acceptance of the completed work, payment, failure of the Agency to require proof of compliance, or Agency's acceptance of a non-compliant certificate of insurance shall not release the Contractor from the obligations of the insurance requirements or indemnification agreement.

The insurance companies issuing the policies shall have no recourse against the Agency for payment of premiums or for assessments under any form of the policies.

Any failure of the Contractor to comply with reporting provisions of the policy shall not affect coverage provided to the Agency, its officers, agents, employees and volunteers.

#### **ACCEPTABILITY OF INSURERS**

All required insurance shall be provided by a company or companies lawfully authorized to do business in the jurisdiction in which the Project is located. Insurance shall be placed with insurers with an A.M. Best's rating of **A-:VI or higher**. This rating requirement may be waived for workers compensation coverage only.

If at any time an insurer issuing any such policy does not meet the minimum A.M. Best rating, the Contractor shall obtain a policy with an insurer that meets the A.M. Best rating and shall submit another Certificate of Insurance within 30 days.

#### **VERIFICATION OF COVERAGE**

Contractor shall furnish the Agency with Certificates of Insurance reflecting proof of required coverage. The Certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The Certificates are to be received and approved by the Agency before work commences and upon any contract renewal or insurance policy renewal thereafter.

The Certificate Holder shall be listed as follows:

State of Louisiana, Its Officers, Agents, Employees and Volunteers

1201 N. Third Street, Suite 2-160

Baton Rouge, LA 70802

RFP for Staff Augmentation ESF8 Portal Support for LDH

In addition to the Certificates, Contractor shall submit the declarations page and the cancellation provision for each insurance policy. The Agency reserves the right to request complete certified copies of all required insurance policies at any time.

Upon failure of the Contractor to furnish, deliver and maintain required insurance, this contract, at the election of the Agency, may be suspended, discontinued or terminated. Failure of the Contractor to purchase and/or maintain any required insurance shall not relieve the Contractor from any liability or indemnification under the contract.

#### **SUBCONTRACTORS**

Contractor shall include all subcontractors as insureds under its policies OR shall be responsible for verifying and maintaining the Certificates provided by each subcontractor. Subcontractors shall be subject to all of the



requirements stated herein. The Agency reserves the right to request copies of subcontractor's Certificates at any time.

**WORKERS COMPENSATION INDEMNITY**

In the event Contractor is not required to provide or elects not to provide workers compensation coverage, the parties hereby agree that Contractor, its owners, agents and employees will have no cause of action against, and will not assert a claim against, the State of Louisiana, its departments, agencies, agents and employees as an employer, whether pursuant to the Louisiana Workers Compensation Act or otherwise, under any circumstance. The parties also hereby agree that the State of Louisiana, its departments, agencies, agents and employees shall in no circumstance be, or considered as, the employer or statutory employer of Contractor, its owners, agents and employees. The parties further agree that Contractor is a wholly independent contractor and is exclusively responsible for its employees, owners, and agents. Contractor hereby agrees to protect, defend, indemnify and hold the State of Louisiana, its departments, agencies, agents and employees harmless from any such assertion or claim that may arise from the performance of this contract.





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## **Attachment F, Protest Information**

This attachment is intended to provide Proposers with an overview of the State's protest law, procedures, and requirements, which may be updated and amended without notice. Proposers filing a protest are wholly responsible for locating, understanding, and complying with protest law, procedures, and requirements in effect at the time of the protest.

Any person aggrieved in connection with this RFP or the specifications contained therein has the right to protest in accordance with La. R.S. 39:1671. Such protest shall be made in writing to the Director of State Procurement at least two (2) days prior to the proposal opening date.

Any person aggrieved by a proposed award has the right to submit a protest in writing, in accordance with La. R.S. 39:1671, to the Director of State Procurement, within fourteen (14) days of the award/intent to award. The "Notice of Intent to Award" letter starts the protest period.



## **Attachment G, Hard Copy Proposal Submittal**

### **I. Hard Copy Proposal Submittal**

- A.** Proposers with the inability to submit their proposal electronically may submit their proposal via Hard Copy to the Office of State Procurement.
- B.** The Financial Proposal should be sealed separately from the Technical Proposal and should be clearly marked as "Financial Proposal". The Technical and Financial Proposals may be submitted in the same package.
- C.** Proposals may be mailed or delivered by hand or courier service to the Office of State Procurement physical location at:  
  
Office of State Procurement  
Claiborne Building  
1201 North 3<sup>rd</sup> St.  
Suite 2-160  
Baton Rouge, LA 70802
- D.** Proposers should be aware of security requirements for the Claiborne building and allow time to be photographed and presented with a temporary identification badge.
- E.** Proposer is solely responsible for ensuring that its courier service provider makes inside deliveries to the Office of State Procurement physical location. The Office of State Procurement is not responsible for any delays caused by the Proposer's chosen means of proposal delivery. Proposer is solely responsible for the timely delivery of its proposal. Failure to meet the proposal opening date and time shall result in rejection of the proposal.
- F. Important:** Clearly mark outside of envelope, box or package with the following information:
  - 1. Proposal Name
  - 2. Solicitation Number
  - 3. Proposal Opening Date and Time

### **II. Number of Copies of Hard Copy Proposals**

- A.** The Proposer shall submit one (1) signed, hard copy of the proposal containing signature(s) of those company officials or agents duly authorized to sign proposals or contracts on behalf of the organization and one (1) original copy of the Financial Proposal which should be packaged and sealed separately from the Technical Proposal and marked as Financial Proposal. All should be clearly marked "original".
- B.** The Proposer should submit one (1) USB flash drive containing all parts from Attachment H, Proposal.
  - 1. All parts should be saved as individual files in Microsoft Word or portable document format (.pdf).
  - 2. All subparts of Part 2: Technical Proposal should be saved as individual files.
  - 3. All individual files should be clearly labeled with the part or subpart.
  - 4. The Financial Proposal should be saved in Microsoft Excel format.
  - 5. A redacted copy of the proposal, if applicable, should be saved in portable document format (.pdf).



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**III. Hard Copy Proposal Response Format**

- A. Hard Copy Proposals submitted for consideration should use the forms in Attachment H, Proposal.

**IV. Proposal Changes Prior to Proposal Opening.**

- A. If the Proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the Proposer, cross-referenced clearly to the relevant proposal section, prior to the proposal opening, and should be submitted in a sealed envelope. Such shall meet all requirements for the proposal.

**V. Withdrawal of Proposal Prior to Proposal Opening.**

- A. A Proposer may withdraw a proposal that has been submitted at any time up to the proposal opening date and time. To accomplish this, a written request signed by the authorized representative of the Proposer must be submitted to the designated contact person at the Office of State Procurement.



## Attachment H, Proposal

### Part 1: Proposer Information, Acknowledgements, and Certifications

#### I. PROPOSER INFORMATION

- A. **Company's Full Legal Name:**
- B. **Primary Business Address:**
- C. **Federal Tax Identification Number:**
- D. **Entity Type:**

- ☐ Sole Proprietorship
- ☐ Partnership
- ☐ Limited Liability Company
- ☐ Corporation

#### II. BUSINESS DETAILS

- A. **Company Website.** Provide a URL for your company's website.
- B. **Company History.** Provide a brief history of your company, including the year of its founding and any material acquisitions or mergers in which it has been involved.
- C. **Company Size.** Identify the number of employees working for your company.
- D. **Ownership Structure.** Describe your company's ownership structure.
- E. **Litigation.** List all claims of non-performance or breach from customers in excess of \$5,000, including all pending litigation matters (including civil, criminal, or appellate) or criminal convictions in the past five (5) years for the company and all principals. Attach an additional document if necessary.

#### III. PROPOSAL CONTACT

The Proposal Contact must be able to respond timely to communications from the State. Proposer must, within 24 hours, notify the State of any change to Proposer's Proposal Contact.

- A. **Proposal Contact Name:**
- B. **Proposal Contact Title:**
- C. **Proposal Contact Email:**
- D. **Proposal Contact Phone Number:**

#### IV. COMPANY FINANCIAL INFORMATION

Upon request of the State, the selected Proposer(s) shall provide financial information that will allow the State to ascertain the financial stability of the firm.



If a public company, the Proposer should provide their most recent audited financial report.

If a private company, the Proposer should provide a copy of their most recent internal financial statement and a letter from their financial institution on the financial institution's letterhead, stating the Proposer's financial stability.

## **V. ACKNOWLEDGEMENTS AND CERTIFICATIONS**

By signing below and submitting a response to this RFP, Proposer acknowledges and certifies the following:

### **A. Debarment.** (Check one of the below.)

- ☐ Neither Proposer nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in public procurement or contracting by any governmental department or agency.
- ☐ Proposer cannot certify the statement above, and Proposer will affix a written explanation to this attachment for review by the State. If after reviewing Proposer's written explanation the State determines it is not in the best interest of the State to award Proposer a Contract, the State may reject Proposer's proposal.

### **B. Federal Suspension or Debarment.**

1. By signing and submitting any proposal for \$25,000 or more, the Proposer certifies that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in 2 CFR §200 Subpart F "Audit Requirements in Subpart F of the Office of Management and Budget's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (formerly 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>.

### **C. Non-collusion.**

1. This proposal has been developed independently by Proposer and has been submitted without collusion and without any agreement, understanding, or planned common course of action with any other Proposer or supplier of Product in a manner designed to limit fair and open competition.
2. The contents of this proposal have not been communicated by Proposer or its employees or agents to any person not an employee or agent of Proposer and will not be communicated to any such persons prior to the RFP Opening Date.

### **D. Data Disclosure to Foreign Governments.** (Check one of the below.)

- ☐ Proposer is not an entity subject to laws, rules, or policies potentially requiring disclosure of, or provision of access to, customer data to foreign governments or entities controlled by foreign governments.
- ☐ Proposer cannot certify the statement above, and Proposer will affix a written explanation to this attachment for review by the State. If after reviewing Proposer's written explanation the State determines it is not in the best interest of the State to award Proposer a Contract, the State may reject Proposer's proposal.



**E. Discriminatory Boycotts of Israel.**

1. In accordance with La. R.S. 39:1602.1, the following applies to any Proposal with a value of \$100,000 or more and to Proposers with five (5) or more employees.
2. By submitting a response to this solicitation, the bidder or proposer certifies and agrees that the following information is correct: In preparing its response, Proposer has considered all proposals submitted from qualified, potential subcontractors and suppliers, and has not, in the solicitation, selection, or commercial treatment of any subcontractor or supplier, refused to transact or terminated business activities, or taken other actions intended to limit commercial relations, with a person or entity that is engaging in commercial transactions in Israel or Israeli-controlled territories, with the specific intent to accomplish a boycott or divestment of Israel. Proposer has also not retaliated against any person or other entity for reporting such refusal, termination, or commercially limiting actions. The State reserves the right to reject the response of the Proposer if this certification is subsequently determined to be false, and to terminate any contract awarded based on such a false response.

**F. Conflicts of Interest.** (Check one of the below.)

- ☐ Proposer represents that none of its officers or employees are officers or employees of the State and that none of its officers or employees have a conflict of interest as defined by the laws, rules, or policies of the State.
- ☐ Proposer cannot certify the statement above, and Proposer will affix a written explanation to this attachment for review by the State. If after reviewing Proposer's written explanation the State determines it is not in the best interest of the State to award Proposer a Contract, the State may reject Proposer's proposal.

**G. Tax Clearance.** Proposer understands that, if selected as a contractor, the Louisiana Department of Revenue (LDR) must determine that it is current in the filing of all applicable tax returns and reports and in payment of all taxes, interest, penalties, and fees owed to the state and collected by the LDR. Proposer shall comply with R.S. 39:1624(A)(10) by providing its seven-digit LDR account number in order for tax payment compliance status to be verified.

Proposer further acknowledges its understanding that issuance of a tax clearance certificate by LDR is a necessary precondition to the approval of any Contract by the Office of State Procurement. The contracting agency reserves the right to withdraw its consent to any Contract without penalty and proceed with alternate arrangements, should a prospective contractor fail to resolve any identified outstanding tax compliance discrepancies with the LDR within seven (7) days of such notification.

**H. Confidential, Proprietary, or Protected Information.** As set forth in Attachment B, Standard RFP Terms and Conditions, if Proposer is claiming any portion of its proposal as confidential, proprietary, or protected, Proposer must complete the required sections of Part 6, Claim of Business Confidentiality, and submit with Proposer's proposal a redacted copy of Proposer's proposal, which must be clearly marked as such. Proposer may not mark pricing or Proposer's entire proposal as confidential, proprietary, or protected. Submission of a Claim of Business Confidentiality does not guarantee that information claimed by Proposer as confidential, proprietary, or protected will not be subject to disclosure in accordance with applicable public information laws, rules, and policies. If Proposer fails to submit a redacted copy of Proposer's proposal, or fails to claim information as confidential, proprietary, or protected in compliance with this RFP, Proposer releases the State from any obligation to keep the information confidential and waives all claims of liability arising from disclosure of the information.



## Request for Proposals for

RFP for Staff Augmentation ESF8 Portal Support for LDH



Solicitation Number **Doc685323095**

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- I. **Understanding of the RFP.** Proposer has read the RFP in its entirety and understands and agrees to comply with all requirements set forth therein. Any conflicts in the materials composing the RFP and any issues relating to the content of the RFP, including instructions, requirements, or specifications Proposer believes to be ambiguous, unduly restrictive, erroneous, anticompetitive, or unlawful, have been brought to the attention of the State using the process described in the RFP for asking questions or, if applicable, by filing a protest.
- J. **Acceptance of Procedures.** Proposer accepts the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.

### **SIGNATURE**

The undersigned is one of the following:

- The Proposer, if Proposer is an individual;
- A partner in the company, if Proposer is a partnership; or
- An officer or employee of the responding corporation having authority to sign on its behalf, if Proposer is a corporation.

By signing below, the undersigned warrants that the representations made and the information provided in Proposer's proposal are true, correct, and reliable for purposes of evaluation for a potential contract award. The submission of inaccurate or misleading information may be grounds for disqualification from contract award and may subject the undersigned, Proposer, or both to suspension or debarment proceedings, as well as other remedies available to the State by law, including termination of any Contract awarded to Proposer.

### **PROPOSER:**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Printed Name**

\_\_\_\_\_  
**Title**

\_\_\_\_\_  
**Email Address**

\_\_\_\_\_  
**Phone Number**



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## Part 2: Technical Proposal

Proposer must provide complete and succinct responses to each item below. **Insert your responses into this worksheet directly below each question or prompt.** While supplementary marketing materials are neither requested nor desired, Proposer should provide all information necessary to demonstrate Proposer's ability to meet the requirements of this RFP and the RFP's Scope of Work.

### Subpart A: Response to Mandatory Minimum Requirements

Proposer shall provide evidence of Proposers ability to meet or exceed the following Mandatory Qualifications:

- 1) At least five (5) years of experience working with a data portal environment. Working knowledge of the functionality of multiple applications and how the applications' information will be collaboratively organized and integrated.
- 2) At least three (3) years of experience with portal warehouse data management; extraction of the data; utility and organization of reports based on the warehoused data.
- 3) At least two (2) years of working relationships with regional DRC structures.
- 4) At least two (2) years of experience with emergency response management teams.
- 5) At least two (2) years knowledge of how portal data is used during a disaster response event.
- 6) At least three (3) years of experience conducting training classes for system users.
- 7) Conflict of Interest: Proposer must be free of any actual or perceived conflict of interest that would create an appearance of impropriety or would interfere with the performance of its duties and obligations under the Contract, any other contract with LDH, or any applicable LDH written policies. As part of the Scope of Work to be provided under the award of this RFP, the successful Proposer will assist to provide oversight and assignments to contractors that provide data services for the ESF8 portal and the At-Risk Registry. A conflict of interest shall include, but is not limited to, the Proposer acting as a provider of data and/or support services that support the ESF8 portal directly through a contract with LDH. Any Proposer that is found to have a conflict of interest will have their proposal rejected and will not be considered for award.



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## Part 2: Technical Proposal

### Subpart B: Use of Subcontractors

Check one of the following:

- ☐ Proposer intends to enter into subcontractor arrangements. Proposer will complete the subcontractor worksheet found on the RFP Website by clicking References in the Use of Subcontractors section.
- ☐ Proposer does not intend to enter into subcontractor arrangements.



## **Part 2: Technical Proposal**

### **Subpart C: Company Background and Experience**

- 1) Describe the company's experience and knowledge in working with the current ESF8 applications, the current At-Risk Registry Portal, Data Collection System/ Repository or similar platforms.
- 2) Describe the company's experience with working with a data portal environment.
- 3) Proposer should provide at least three (3) client references. The Proposer shall provide the Reference Request Form to current or previous clients with a similar scope of work. The Proposer's client references shall email the completed form to the Contact Person for this RFP. The completed form shall be received by the proposal opening date and time to be considered.

See Exhibit II - Reference Request Form.

The Proposer should confirm that they have provided a copy of the Reference Response Request form to Proposer's client references, ensured the client references are aware of deadlines, and requested the client references to provide timely responses.

Request for Proposals for

RFP for Staff Augmentation ESF8 Portal Support for LDH

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**Exhibit II: Reference Request Form**

**Reference Response Request Form  
RFP for Staff Augmentation ESF8 Portal for LDH  
Doc685323095**

The Proposer shall complete their name and forward the Reference Response Request Form to the reference responder. The reference responder shall email the completed form to the RFP Contact Person listed below. The completed form shall be received by the Due Date to be considered.

Reference Response Request Form Due Date is **August 2, 2023 at 10:00 AM CT**

Proposer's Name: \_\_\_\_\_

Please complete the following form and e-mail the completed form directly to Nicole Wilson at [nicole.wilson4@la.gov](mailto:nicole.wilson4@la.gov).

Reference Organization Name: \_\_\_\_\_

Person Responding to this Reference Request Form:

Signature: \_\_\_\_\_

Name and Title: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Type of Products/Services/Work provided by Proposer:

When were Products/Services/Work provided and approximate dollar values?

**Note:** Complete the questions on following pages for the products/services/work described above. Feel free to add additional pages, if more space is needed for comments.

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### Reference Satisfaction Factors

Scoring System: 0=Not Applicable, 1=Very Dissatisfied, 2=Dissatisfied, 3=Satisfied, 4=Very Satisfied

Score	Factor
	A. Factor #1: The Proposer was responsive and solution-oriented when there were issues or problems with the contract, timeline, scope or deliverables. Comments:
	B. Factor #2: The Proposer was willing to sacrifice and make accommodations when warranted. Comments:
	C. Factor #3: The Proposer created a work environment that was collaborative, constructive, and cooperative. Comments:
	D. Factor #4: The Proposer was able to deliver a stable, reliable product/service that we use and value. Comments:
	E. Factor #5: In the future, the Proposer is one that we would like to work with again. Comments:

Please provide the following:

Original (proposed) price from this Proposer \$ \_\_\_\_\_

Actual delivered price \$ \_\_\_\_\_

Original (proposed) date of completion \_\_\_\_\_

Actual date of completion \_\_\_\_\_

If there were changes to the price or schedule, what was the cause of change?

Additionally, the State of Louisiana might consider the following advice or general observations regarding the Proposer.

Please attach any documentation (e.g. commendation correspondence, warning correspondence, sample work product, lessons learned, QA or audit findings, etc.) that may provide additional insight into Proposer's performance.





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## Part 2: Technical Proposal

### Subpart D: Approach and Methodology

- 1) The Proposer should describe the Proposer's understanding of the nature of the project and how its proposal will best meet the needs of the State.
- 2) The Proposer should define its functional approach in providing the services listed in the RFP and identifying the tasks necessary to meet the requirements.
- 3) The Proposer should provide a Project Work Plan that reflects the approach and methodology, task and services to be performed, deliverables, timetables and staffing.
- 4) How will the Proposer ensure an efficient processing and usage of portal data during a disaster response event?
- 5) How will the Proposer effectively communicate with both the State Agency and Emergency Management related to mitigation of threats requiring quick pivots in action?
- 6) How will the Proposer meet performance measures outlined by the Agency for timely and successful completion, submission, and performance of any work product?



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## Part 2: Technical Proposal

### Subpart E: Proposer Qualifications

- 1) The Proposer should provide resume(s) for each key personnel (including subcontractors) with detailed descriptions of their experience, qualification, educational background, certifications, licenses, and special skills. The resume(s) should also include experience in working in areas relevant to the SOW of this RFP.
- 2) Proposer should describe their working knowledge of ESF8.
- 3) Emergency Management is based on mitigation of threats. What are the proposer's innovative concepts or creative ideas to anticipate what is yet unknown and quick pivots in action?



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### **Part 3: Financial Proposal**

Proposer must complete all required elements of this Financial Proposal. The format and structure of the Financial Proposal is intended to allow for a fair evaluation of like costs among Proposers. Deviation from the format or structure of this Financial Proposal may result in Proposer's proposal being deemed non-responsive.

Proposer is wholly responsible for ensuring figures and calculations submitted in Proposer's completed Financial Proposal are accurate, even if formulas have been provided by the State as a courtesy.

Inclusion of cost or pricing information in any document other than this Financial Proposal may result in Proposer's proposal being deemed non-responsive.

#### **Proposed Costs**

The Financial Proposal will consist of a Price Schedule. The Price Schedule is available on the RFP Website by clicking References in the Financial Proposal section.



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## Part 4: Veteran Initiative and Hudson Initiative Programs

Check one or more of the following, as applicable:

- ☐ Proposer is a certified **Veterans Initiative** small entrepreneurship.
- ☐ Proposer is a certified **Hudson Initiative** small entrepreneurship.
- ☐ Proposer will engage the participation of one (1) or more certified small entrepreneurship as subcontractor(s). Proposer will complete the subcontract worksheet with each certified small entrepreneurship subcontractor in order to obtain any applicable Veterans Initiative or Hudson Initiative points.
- ☐ Proposer is not a certified Veterans Initiative or Hudson Initiative small entrepreneurship.



## Part 5: Proposed Modifications to Sample Contract

The State may, but is not obligated to, consider proposed modifications to Attachment E, Sample Contract.

Provisions of the Sample Contract that are generally inapplicable to, incompatible with, or unsuitable for the subject of this RFP should be brought to the attention of the State using the process described in this RFP for asking questions and will be addressed only at the sole discretion of the State.

Proposer-specific modifications to the Sample Contract may be proposed as part of Proposer's proposal in this part but are **strongly discouraged**. Proposing excessive or overly restrictive modifications, or proposing modifications upon which Proposer's proposal is conditioned, may result in Proposer's proposal being deemed non-responsive.

### **Proposer's Proposed Modifications.** (Check one of the below.)

- ☐ Proposer has no proposed modifications to Attachment E, Sample Contract.
- ☐ Proposer proposes the modifications set forth in the table below and **will submit with Proposer's proposal a redlined copy of Attachment E, Sample Contract** incorporating each proposed modification. Proposer understands, acknowledges, and agrees to comply with the following:
  - The following will not be considered by the State:
    - Any proposed modification not submitted in this attachment;
    - Any proposed modification not accompanied by an explanation as required in this attachment;
    - Any proposed modification not reflected in redlined edits to the Sample Contract and submitted with Proposer's proposal; and
    - Any proposed modification merely referencing another document or a URL.
    - Any proposed modification to the following non-negotiable contract terms: Taxes, Assignability, Right to Audit, Compliance with Civil Rights Laws, Data/Record Retention, Complete Contract, Order of Precedence, Contract Modification, Governing Law, Contract Controversies, and Termination for Non-Appropriation of Funds.
  - Proposers may propose additional terms but must include them in this attachment and must clearly identify where any terms conflict with the Sample Contract.
  - Each of the following fields **must** be completed for each proposed modification to the Sample Contract:
    - **Sample Contract Section Reference:** The page, section, or paragraph in the Sample Contract that is the subject of Proposer's proposed modification.
    - **Sample Contract Language:** The language in the Sample Contract that the Proposer is proposing to modify.
    - **Proposed Changes and Alternate Language:** The Proposer's proposed changes to the Sample Contract language including, if applicable, Proposer's proposed alternate language.
    - **Justification for Proposed Change:** Proposer's justification for the proposed change.
    - **Risk and Benefits of Acceptance:** Proposer's analysis of the risk and benefits to the State—including quantifiable costs or cost savings—if Proposer's proposed change is accepted by the State.

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Sample Contract Section Reference	Sample Contract Language	Proposed Changes and Alternate Language	Justification for Proposed Change	Risk and Benefits of Acceptance

[Add additional rows as needed.]





## Part 6: Claim of Business Confidentiality

### **Proposer's Claims of Business Confidentiality.** (Check one of the below.)

- ☐ Proposer is not claiming any information within Proposer's proposal as confidential, proprietary, or protected. (Check box and skip to SIGNATURE section below.)
- ☐ Proposer claims the information set forth in the table below as confidential, proprietary, or protected and **will submit with Proposer's proposal a redacted copy of Proposer's proposal**, which must be clearly marked, redacted and blacked out as such. Proposer understands, acknowledges, and agrees to comply with the following:
- Each of the following fields **must** be completed for each claim asserted by Proposer:
    - **Proposal Section Reference:** The page, section, or paragraph in Proposer's proposal containing the information claimed to be confidential, proprietary, or protected.
    - **Confidential Information:** A description of the information claimed to be confidential, proprietary, or protected.
    - **Basis for Claim and Explanation:** The basis for Proposer's claim and explanation of how the information claimed to be confidential meets the basis for the claim..
  - Proposer shall mark each page containing confidential, proprietary, or protected information as "CONFIDENTIAL".
  - **Proposer may not mark pricing or Proposer's entire proposal as confidential, proprietary, or protected.**

Proposal Section Reference	Confidential Information	Basis for Claim and Explanation

[Add additional rows as needed.]

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### **Signature**

By signing below, the undersigned certifies under penalty of perjury that the representations made and the information provided herein are true and correct and may be relied upon by the State for purposes of determining the validity of Proposer's claim(s). Proposer understands that submission of a Claim of Business Confidentiality does not guarantee that information claimed by Proposer as confidential, proprietary, or protected will not be subject to disclosure in accordance with applicable laws, including, but not limited to, Louisiana Public Records Law. Proposer further agrees that if Proposer fails to submit a redacted copy of Proposer's proposal, or fails to claim information as confidential, proprietary, or protected in compliance with this RFP, Proposer releases the State from any obligation to keep the information confidential and waives all claims of liability arising from disclosure of the information.

### **PROPOSER:**

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**Signature**

---

**Date**

---

**Printed Name**

---

**Title**

---

**Email Address**

---

**Phone Number**

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### Part 7: Electronic Vendor Payment Solution

In an effort to increase efficiencies and effectiveness as well as be strategic in utilizing technology and resources for the State and Contractors, the State intends to make all payments to Contractors electronically. The LaCarte procurement card will be used for purchases of \$5,000 and under, and where feasible, over \$5,000. Contractors will have a choice of receiving electronic payment for all other payments by selecting the Electronic Funds Transfer (EFT). If you receive an award and do not currently accept the LaCarte card or have not already enrolled in EFT, you will be asked to comply with this request by choosing either the LaCarte Procurement Card and/or EFT. You may indicate your acceptance below.

The **LaCarte** Procurement Card uses a Visa card platform. Contractors receive payment from state agencies using the card in the same manner as other Visa card purchases. Contractors cannot process payment transactions through the credit card clearinghouse until the purchased products have been shipped or received or the services performed.

For all statewide and agency term contracts:

- Under the LaCarte program, purchase orders are not necessary. Orders must be placed against the net discounted products of the contract. All contract terms and conditions apply to purchases made with LaCarte.
- If a purchase order is not used, the Contractor must keep on file a record of all LaCarte purchases issued against this contract during the contract period. The file must contain the particular item number, quantity, line total and order total. Records of these purchases must be provided to the Office of State Procurement on request.

**EFT** payments are sent from the State's bank directly to the payee's bank each weekday. The only requirement is that you have an active checking or savings account at a financial institution that can accept Automated Clearing House (ACH) credit files and remittance information electronically. Additional information and an enrollment form is available by contacting the Office of Statewide Reporting & Accounting Policy at [DOA-OSRAP-EFT@la.gov](mailto:DOA-OSRAP-EFT@la.gov).

To facilitate this payment process, you will need to complete and return the EFT enrollment form.

If an award is made to your company, please check which option you will accept or indicate if you are already enrolled.

<u>Payment Type</u>	<u>Will Accept</u>	<u>Already Enrolled</u>
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LaCarte	_____	_____
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EFT	_____	_____
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\_\_\_\_\_  
Printed Name of Individual Authorized

\_\_\_\_\_  
Authorized Signature for payment type chosen

\_\_\_\_\_  
Date

\_\_\_\_\_  
Email address and phone number of authorized individual