

**Coordinated System of Care (CSoC)  
Request for Information  
RFI # 305PUR-LDH-RFI-OBH-CSoC**

**ADDENDUM NO. 02  
QUESTIONS & ANSWERS**

The following changes are to be made to the referenced solicitation: -----

**1. Is there a related incumbent contract(s) for this requirement?**

**If so, can you provide the details such as contract #, value, and expiration date?**

Yes, there is an incumbent contract. You may refer to the CSoC contract located at the following link, <https://ldh.la.gov/page/for-reference>, under the Coordinated System of Care (CSoC) Contract heading.

**2. Or alternatively, can you confirm that this is a new requirement for the department?**

Please see response to Question #1.

**3. Is there a scheduled date for the Solicitation for the CSoC Program renewal?**

There is not a solicitation date scheduled at this time.

**4. I would like to request a copy of the previous contract granted for CSoC services?**

Documents for previous CSoC contracts can be found under "Archived Contract Documents" at the following link, <https://ldh.la.gov/page/for-reference>, under the Coordinated System of Care (CSoC) Contract heading.

**5. In section 2.4.4 it states (15 pages) is that a max or required number of pages for this section?**

Per Section 2.4 of the CSoC Request for Information (RFI), the number in parentheses represents the max number of pages including attachments.

**6. What are the Performance Guarantees- call center and turnaround time for UM?**

The current performance standards are located in the current CSoC contract in Section 7.5 Service Authorization and Sections 5.11 – 5.13 for call center standards; however, these are subject to change. You may refer to the CSoC contract located at the following link, <https://ldh.la.gov/page/for-reference>, under the Coordinated System of Care (CSoC) Contract heading.

**7. In relation to the crisis call line, is this a clinical first answer model?**

As indicated in the current CSoC contract, the crisis call line must be answered by a live voice at all times with oversight by a Licensed Mental Health Professional (LMHP) and include 24/7 LMHP availability, which may be subject to change.

- 8. Can a small percentage of staff live outside of Louisiana?**  
You may refer to the current standards in the CSoC contract in Section 2.2 Key Staff Positions located at the following link, <https://ldh.la.gov/page/for-reference>, under the Coordinated System of Care (CSoC) Contract heading, which may be subject to change.
- 9. In relation to the crisis call line, what is the yearly call volume or utilization?**  
This is a new requirement in the current contract; therefore, data is not available at this time.
- 10. Is the current count of 2,900 members expected to remain, or will it be expanded?**  
At this time, there are no plans to expand waiver capacity.
- 11. Is this contract fee a risk/capitated rate?**  
What services are included in the risk/capitated rate? Yes, this is a risk-based capitated contract, inclusive of the services listed in the RFI.
- 12. For pricing purposes, will the department share an updated data summary, claims data, historical utilization, and enrollee data?**  
Updated data will be released if an RFP is published.
- 13. Once the official RFP is issued, what is the ramp-up timeframe for implementation?**  
This has not been determined at this time.
- 14. Does the department have required minimum staffing positions for this program? If so, please share the required staff.** Potential proposers may refer to the current staffing requirements in the CSoC contract located at the following link, <https://ldh.la.gov/page/for-reference>, under the Coordinated System of Care (CSoC) Contract heading, which may be subject to change.
- 15. Please define the classifications referenced in Cost Estimate section.**  
The RFI does not dictate the classifications the proposer must utilize. Potential proposers may refer to the Key Staff Positions section in the current CSoC contract as an example.

---

**THIS ADDENDUM IS HEREBY OFFICIALLY MADE A PART OF  
THE REFERENCED PROPOSAL.**