

Addendum 4

Addendum 4 and the **Revised** Addendum 3 are released to resolve formatting issues found in Addendum 3.

Question ID	Question	Answer
<p>Maximus Question 2, Regarding Proposal format, Sections 9.17.7 – 9.17.9, page 73 of RFP</p>	<p>RFP Requirement 9.11.3 on RFP page 69 states the following "The cost proposal and financial statements should be submitted separately from the technical proposal";... However, the requirements at RFP sections 9.17.8 and 9.17.9 contradict RFP requirement 9.11.3 on RFP page 73 by stating the following:</p> <p>9.17.8. Responses to Parts II – XV should be included an additional binder(s) and clearly labeled with contents. The Proposer should duplicate "Proposal Submission and Evaluation Requirements," Parts II – XV and use as the Table of Contents. The response to each Part should be clearly tabbed and labeled. Attachments should only be provided as requested in the "Proposal Submission and Evaluation Requirements," and should be clearly labeled, including the Part and question number from the Requirements document. Any information not meeting these criteria will be deemed extraneous and will in no way contribute to the evaluation process.</p> <p>9.17.9. The response to Section XV (Financial Requirements) should be in a separate binder and clearly labeled with contents. Attachments should only be provided as requested in the "Proposal Submission and Evaluation Requirements," and should be clearly labeled, including the Part and question number from the Requirements. Any information not meeting these criteria will be deemed extraneous and will in no way contribute to the evaluation process.</p> <p>Since, Appendix E, Part XIII, Questions Number 38 is the reference for the Cost Proposal it would technically be included in a binder along with the Technical response i.e. Appendix E, Parts II-XV. Will the state please clarify the number of physical binder (Original/Hard Copy) submittals per binder?</p> <p>Our understanding is that the bidder should produce one (1) original and seven (7) hardcopies for each of the Appendix E Parts listed below:</p> <p>Appendix E, Part I: Mandatory Requirements (submitted in a separate binder)</p> <p>Appendix E, Parts II-XII: Technical Proposal (submitted in a separate binder)</p> <p>Appendix E, Part XIII: Cost Proposal (submitted in a separate binder)</p> <p>Appendix E, Part XIV: Veteran and Hudson Initiatives(submitted in a separate binder)</p> <p>Appendix E, Part XV: Financial Requirements(submitted in a separate binder)</p> <p>Please confirm, or clarify.</p>	<p>See Addendum 2.</p>

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<p>Maximus Question 46, Regarding Section 2.3.9.1; Call Center Operations to Provide Effective Information and Referral, Page 13 of RFP</p>	<p>The RFP states, "The contractor shall obtain and maintain an up-to-date directory of long term supports and services and other community resources to be used for information, referral and care planning. The contractor shall also establish a system to identify local gaps in services and report to OAAS."</p> <p>Question: Please elaborate on the format and protocol for how the Contractor shall receive the update-to-date directory data?</p>	<p>DHH will make the referral information available to the contractor through a DHH data system or as an Excel spreadsheet (to be determined by DHH). The contractor is responsible for maintaining the and updating the resource directory.</p>
<p>MAXIMUS Question 50, Regarding Section 10.6.6. Information System Transfer of Data; Page 81 of RFP</p>	<p>The RFP states, "The contractor must show demonstration and assessment of information system security. The contractor will produce data extracts and receive data transfers and transmissions to DHH and other entities designated by DHH. Contractors must demonstrate the ability to:</p> <ul style="list-style-type: none"> - Export waiver requestor data for data management contractor (fixed width format) - Export LTPCS requestor data for data management contractor (fixed width format) - Export LOCET data for data management contractor (fixed-width format) - Export LTPCS prior authorization files for data management contractor (fixed-width format) - Import LTPCS prior authorization (PA) transfer response files from data management contractor (fixed-width format) - Import LTPCS provider information from fiscal intermediary or other entity as designated by DHH (fixed-width format) - Import data from existing DHH assessment/care planning system database (SQL Server query/web service) - Import data from existing DHH intake/screening system database (SQL Server query/web service) - Transfer and receive files to and from the state SFTP server in an automated fashion <p><i>Question:</i> Does the state have an existing file specification for each to these types of data extracts? <i>Question:</i> What should the subsequent Contractor plan for as part of the turnover for receiving and verifying the data from the current Contractor?</p>	<ol style="list-style-type: none"> 1. Yes, the State has file specifications for the data extracts. This information will be provided to the successful proposer. 2. At some point between the time of contract award and Go Live the incoming contractor, if not the incumbent, will receive the data either directly from the incumbent vendor or from DHH.

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<p>MAXIMUS Question 57, Regarding Section 5.3; Staffing Requirements; Page 41 of RFP</p>	<p>The section makes several references to degrees or experience in the "human services field." The glossary (page 108) provides a sample list of approved human services fields and states that additions must be approved by OAAS. Would DHH consider giving bidders the leeway to determine additional degrees and experience that fall within human services?</p>	<p>Any additional degrees that may fall within the human service fields must be approved by OAAS.</p>
<p>MAXIMUS Question 67; Regarding Section 2.3.9; Utilize a statewide comprehensive and current resource directory of long term supports and services resources; Page 19 of RFP</p>	<p>Can contractors assume for the purpose of response that, upon contract turnover, a data extract from the incumbent contractor's statewide resource directory could be used to (at least partially) populate a new contractor's database? Doing so would limit any potential disruption of services or discrepancy in information and referral provided to Louisianans.</p>	<p>Data from the existing system will be made available to a new contractor.</p>
<p>XEROX Question 17, Regarding Section 12.18.1, Terms and Conditions, Indemnification and Limitation of Liability; Page 95 of RFP.</p>	<p>Will DHH please consider amending this section to read: The contractor shall be fully liable for the actions of its agents, employees, partners or subcontractors and shall fully indemnify and hold harmless DHH and its Authorized users from any third party suits, actions, damages and costs or every name and description relating to personal injury and damages to real or personal tangible property directly related to the negligent acts or omissions or willful misconduct of the contractor, its agents, employees, partners or subcontractors, without limitation; provided, however, that the contractor shall not indemnify for that portion of any claim, loss or damage arising hereunder due to the negligent act or failure to the act of DHH.</p>	<p>At this time, DHH will not consider revising the RFP language as requested. After the contract has been awarded, DHH and the successful proposer will have the opportunity to consider and discuss possible revisions to be included in the language of the final executed contract. DHH expressly disclaims any intention to make a binding commitment that it will agree to any such revisions.</p>