

REQUEST FOR PROPOSAL

ADULT HOUSING

STATE OF LOUISIANA
OFFICE OF BEHAVIORAL HEALTH
REGION VII
DEPARTMENT OF HEALTH AND HOSPITALS

RFP #: 305PUR-DHHRFP- HOUSINGREG7-OBH
Proposal Due Date/Time:

RELEASE DATE: October 8, 2010

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Glossary

CDT: Central Daylight Time

CMHC: State operated/funded Community Behavioral Health Center or Clinic

DHH: Department of Health and Hospitals

Must: Denotes a mandatory requirement

OBH: Office of Behavioral Health

Shall: Denotes a mandatory requirement

Should: Denotes a preference, but not a mandatory requirement

Will: Denotes a mandatory requirement

WRAP: Wellness Recovery Action Plan

I. GENERAL INFORMATION

A. Background

1. The mission of the Department of Health and Hospitals (DHH) is to protect and promote health and to ensure access to medical, preventive, and rehabilitative services for all citizens of the State of Louisiana. The Department of Health and Hospitals is dedicated to fulfilling its mission through direct provision of quality services, the development and stimulation of services of others, and the utilization of available resources in the most effective manner.
2. DHH is comprised of the Bureau of Health Services Financing (Medicaid), the Office for Citizens with Developmental Disabilities, the Office of Behavioral Health, the Office for Addictive Disorders, Office of Aging and Adult Services, and the Office of Public Health. Under the general supervision of the Secretary, these principal offices perform the primary functions and duties assigned to DHH.
3. DHH, in addition to encompassing the program offices, has an administrative office known as the Office of the Secretary, a financial office known as the Office of Management and Finance, and various bureaus and boards. The Office of the Secretary is responsible for establishing policy and administering operations, programs, and affairs.
4. The mission of the Office of Behavioral Health is to advance a resiliency, recovery and consumer focused system of person centered care utilizing best practices and evidence based practices that are effective and efficient as supported by the data from measuring outcomes, quality and accountability. We serve the public, people with Behavioral Health needs and challenges, and people with co-occurring disorders. The Office of Behavioral Health administers and/or monitors community-based services to assure active quality care in the most cost-effective manner in the least restrictive environment for persons with mental and emotional disorders.
5. The Office's primary strategy is to maximize the opportunities and potential for adults, children and families to achieve their highest possible quality of life. The goal is recovery fostered by an integrated System of Care. Recovery is described as a deeply personal, unique process of changing one's attitudes, values, feelings, goals, skills, and/or roles. Recovery involves the development of new meaning and purpose in one's life as one grows beyond the catastrophic effects of mental illness. Recovery oriented Behavioral Health systems structure their settings so that recovery triggers are empowerment, the existence of options, and opportunities to perform valued tasks and roles.

B. Purpose of RFP

1. The purpose of this RFP is to solicit proposals from qualified proposers that provide housing/residential services for nine (9) adults with serious and

persistent mental illness, including those with co-occurring disorders (mental illness and substance abuse) who are homeless or at risk of homelessness due to their mental illness. This RFP would continue services to 9 adults who are currently receiving housing services through a previously issued RFP. Adults eligible for these housing services will be adults who are residents of Region VII and being served through an OBH CMHC/Region VII contracted program or adults who are being discharged from a state hospital and returning to the Region VII catchment area.

2. A contract is necessary to provide extensive and intensive housing with support services with the goals of providing individuals with the opportunities to develop community living skills and learn to access necessary supports and services to transition into permanent housing within one year. This shall include a full range of supportive services which are comprehensive, flexible, and tailored to meet the special needs of individuals referred for these services.

C. Invitation to Propose

The Office of Behavioral Health is inviting qualified proposers to submit proposals for services to provide Adult Housing in accordance with the specifications and conditions set forth herein.

D. RFP Coordinator

1. Requests for copies of the RFP and written questions or inquiries must be directed to the RFP coordinator listed below:

Stacey Fuselier-Pierce, LPC
Director of Special Programs
Region VII, Office of Behavioral Health
Department of Health and Hospitals
Shreveport Mental Health Center
1310 North Hearne Avenue
Shreveport, LA 71107-7904
Telephone: (318) 676-5121
Fax: (318) 676-5755
Email: Stacey.Fuselier-Pierce@la.gov

2. All communications relating to this RFP must be directed to the DHH RFP contact person named above. All communications between Proposers and other DHH staff members concerning this RFP are strictly prohibited. Failure to comply with these requirements may result in proposal disqualification.
3. This RFP is available in pdf at the following weblinks:
<http://www.dhh.louisiana.gov/publications.asp?ID=1&CID=25> and
<http://www.prd.doa.louisiana.gov/OSP/LaPAC/bidlist.asp?department=4>

E. Proposer Inquiries

1. The Department will consider written inquiries regarding the RFP or Scope of Services before the date specified in the Schedule of Events. To be considered, written inquiries and requests for clarification of the content of this RFP must be received at the above address or via the above fax number or email address by the date specified in the Schedule of Events. Any and all questions directed to the RFP coordinator will be deemed to require an official response and a copy of all questions and answers will be posted by the date indicated in the Schedule of Events to the following web addresses:

<http://www.dhh.louisiana.gov/publications.asp?ID=1&CID=25> or
<http://wwwprd.doa.louisiana.gov/OSP/LaPAC/bidlist.asp?department=4>

2. Action taken as a result of verbal discussion shall not be binding on the Department. Only written communication and clarification from the RFP Coordinator shall be considered binding.

F. Pre-Proposal Conference

Not required for this RFP.

G. Schedule of Events

DHH reserves the right to deviate from this Schedule of Events

Schedule of Events	
Public Notice of RFP	<i>October 8, 2010</i>
Deadline for Receipt of Written Questions	<i>October 18, 2010 4:00 pm CDT</i>
Response to Written Questions	<i>October 21, 2010</i>
Deadline for Receipt of Proposals	<i>November 8, 2010 4:00 pm CDT</i>
Proposal Evaluation	<i>November 18, 2010</i>
Contract Award Announced	<i>December 6, 2010</i>
Contract Negotiations Begin	<i>December 6, 2010</i>
Contract Begins	<i>January 1, 2011</i>

H. RFP Addenda

In the event it becomes necessary to revise any portion of the RFP for any reason, the Department shall post addenda, supplements, and/or amendments to all potential proposers known to have received the RFP. Additionally, all such supplements shall be posted at the following web address:

<http://www.dhh.louisiana.gov/publications.asp?ID=1&CID=25> or
<http://wwwprd.doa.louisiana.gov/OSP/LaPAC/bidlist.asp?department=4>

II. SCOPE OF WORK

A. Project Overview

1. The result of this contract will be to provide supervised housing to nine (9) homeless individuals/individuals at risk of homelessness with serious mental illness with the goal of linking them to permanent housing within one year. Eligibility/priority groups include adults who meet the target population definition of adults with serious and persistent mental illness who reside in the Region VII catchment area and/or adults who are being discharged from a state hospital and returning to the Region VII catchment area. Supportive services will be provided based on recovery principles and will include, but not be limited to, 24 hour supervision, room, board, medication monitoring, training in independent living skills and linkages to community resources. Crisis prevention plans and crisis intervention services will also be available to residents with the goal of remaining in the community.
2. The Contractor selected for this project will accomplish the following activities during the contractual period.
 - a. Provide programmatic management and direction. Contractor will identify a housing location that is agreeable to Region VII OBH. Contractor will identify and develop staff positions to be filled, develop operating schedules, develop policies and procedures and purchase needed equipment and supplies.
 - b. Provide documentation of direct services and ensure communication with OBH regarding service delivery effectiveness / efficiency and consumer satisfaction in accordance with contracted statement of work.
 - c. Ensure that all applicable policies / procedures, regulations and laws are met.
 - d. Provide for sound fiscal and personnel management of the program.
 - e. Maintain locations of operations that are safe and accessible to consumers

B. Deliverables

The services to be provided are described below.

1. Programmatic Requirements
 - a. Housing and support services shall be available 24/7/365. Admissions shall be available Monday 8:00 am through Friday 5:00 pm. Staffing ratios on site shall be sufficient to meet the multiple needs of the residents. Rationale for

staffing ratios should be made clear in the proposal.

- b. The population served shall meet the following criteria:
 - i. Individuals who are eighteen (18) years of age and older with a serious and persistent mental illness as defined by the Office of Behavioral Health.
 - ii. Resides in a parish served by the Region VII Office of Behavioral Health.
 - iii. Are homeless, at risk of homelessness, or precariously housed with a history of residential instability.
 - iv. Discharging from a state operated hospital and returning to Region VII upon discharge.
 - v. Willing to participate in the program
- c. All referrals to these contracted housing programs services will be through the Region VII OBH. Region VII OBH shall have the final decision regarding admissions to these contracted housing program services.
- d. Services provided to residents will consist of strengths based individualized service plans that address and support independent living skills to include, but are not limited to:
 - i. Meal planning
 - ii. Proper room care
 - iii. Use of public transportation
 - iv. Medication monitoring (psychiatric and physical health)
 - v. Money management
 - vi. Developing interpersonal relationships
 - vii. Problem solving
 - viii. Accessing basic needs
 - ix. Utilizing/Developing social support systems
 - x. Recreational/ Leisure activities.
 - xi. Educational skills
 - xii. Pre-Vocational/Vocational skills
 - xiii. 24 hour crisis response system
- e. Recovery Principles will be integrated into all individualized assessments, service plans, all direct care services delivered, crisis prevention and response services. Support services shall emphasize re-integration into the community and provide coordination of appropriate community resources and supports necessary to successfully transition into independent living. Support services shall include response to individual crisis and response to individual needs to decrease use of Emergency Room services.
- f. Services provided should increase an individual's skills and abilities so that

they can be productive, integrate into the community and live independently in the community. These housing program services should increase a consumer's awareness, knowledge and use of their own natural support systems such as families, friends, peers and co-workers.

- g. The Contractor shall meet on a (minimum of) monthly basis with Region VII OBH staff to review potential clients for admission and discharges from these contracted housing program services as well as review progress of clients being served in the program.
- h. Outcomes for these housing program services will be measured by:
 - i. Data compiled and compared from clients' initial and ongoing quarterly functional assessments as evidenced by the use of the assessment tool agreed upon by the Contractor and Region VII OBH.
 - 90% of clients served will attain the independent living skills to successfully transition into permanent housing within one year of entering these contracted housing program services.
 - ii. Data regarding number of residents who increased benefits/entitlements while receiving housing program services.
 - 90% of clients without benefits/entitlements upon entering these contracted housing program services will receive benefits/entitlements upon discharge from the housing program services.
 - iii. Data from clients' satisfaction surveys compiled and reported quarterly. Satisfaction surveys will be completed after the first 90 days of services, annually and/or upon leaving the housing program services. Surveys should address clients' personal life satisfaction as well as satisfaction and 75% of all clients served will report personal life satisfaction
 - 75% of all clients served will report satisfaction with program services.
 - iv. Data compiled from clients' assessment of progress and quarterly revised individualized service/recovery plans.
 - 80% of all clients served will be able to remain in the community without incarcerations or inpatient psychiatric hospitalization.
- i. Discharge may occur:
 - i. As the consumer reaches his/her identified goals.
 - ii. As a result of serious/chronic rule infraction.
 - iii. Behaviors that endanger staff or other housing program residents.
 - iv. Any rule infraction should be communicated to the Region VII OBH designee prior to discharging a consumer unless this communication/delay in discharge would result in serious injury to housing program staff or other residents.
 - v. All discharges will be coordinated through the Region VII Office of

Behavioral Health.

2. Operational Requirements

- a. The Contractor shall identify a housing location agreeable to Region VII OBH that is safe, secure and affords easy access to the residents. Assessments, Service Plans, Crisis Plans, and Satisfaction Surveys should be submitted as part of the proposal for review. All Assessments, Service Plans, Crisis Plans and Satisfaction Surveys will be agreed upon by Region VII OBH and the Contractor prior to implementation.
- b. The Contractor shall have safety and emergency preparedness policies and procedures to address general safety rules, emergency preparedness, including evacuation plans, medical emergencies and acute psychiatric crises. Ongoing staff training and documentation of staff orientation to these policies and procedures will be required.
- c. The Contractor should have a Quality Assurance/Quality Improvement Plan that incorporates consumer reports, staff reports and mechanisms to review data collected and demonstrate that there are programmatic changes based upon data collected and reviewed.

3. Staffing Requirements

The Contractor shall identify, hire and train the following personnel:

a. Program Director

- i. *Essential Functions*: Responsible for oversight of program services to ensure service delivery consistent with program goals. Responsible for meeting with Region VII OBH staff to review and coordinate admissions and discharges into/out of these contracted housing services. Supervises Residential Supervisor and ensures staffing positions are filled and staffing ratios are adequate to meet the standards of the contract. Primary contact regarding any questions or concerns regarding delivery of contracted services.
- ii. *Minimum Requirements*: Master's degree in human services field including social work, counseling or psychology or a minimum of 8 years experience in the delivery of mental health services. Demonstrated supervisory experience in the implementation, operation and oversight of housing program support services and staff.

b. Residential Supervisor

- i. *Essential Functions*: Responsible for oversight of day to day operation of these contracted housing program services. Responsible for ensuring ongoing communication with Region VII OBH staff regarding individual client's needs. Completes individualized assessments,

service plans, crisis plans. Ensures satisfaction surveys are administered and collected in established time frames. Supervises Case Manager and ensures support services are delivered as indicated on individualized service plans.

- ii. *Minimum Requirements:* High School Diploma or G.E.D. with two years of experience in the delivery of social services to adults; one of these years specifically in the mental health field. Demonstrated supervisory experience in the day to day operation and oversight of residential or housing services.

c. Case Manager

- i. *Essential Functions:* Responsible for the linkage to community providers and services to achieve goals on clients' individualized service plans. Responsible for teaching, reinforcing and modeling independent living skills as identified by clients' individualized service plans. Networks and collaborates with community resources.
- ii. *Minimum Requirements:* High School Diploma or G.E.D. with two years of experience in the delivery of social services to adults; one of these years specifically in the mental health field, or a certified Peer Support Specialist who is actively working his/her WRAP plan.

- d. Contractor will provide a sufficient number of staff to respond to the estimated nine (9) consumers' comprehensive service needs. Staffing ratios will be agreed upon by Region VII OBH and Contractor prior to implementation of services. Any training required by the Contractor, Region VII OBH or other training required to ensure competence in delivering the contracted housing services shall be the responsibility of the Contractor. Training areas should include, but are not limited to:

- i. Client Rights
- ii. Documentation in Client Record
- iii. Confidentiality
- iv. Symptom Management
- v. Management of Aggressive Behaviors
- vi. Recovery
- vii. Community Resources
- viii. Working with persons with co-occurring mental illness and their families
- ix. Crisis prevention and early intervention planning
- x. Cultural Competency
- xi. CPR

4. Record Keeping Requirements

- a. Monthly reports to Region VII OBH shall consist of:
 - i. Complete roster of all adults served in housing program

- ii. Summary of supportive services provided to each adult
 - iii. Information regarding any out of housing placements, specifically, hospitalizations and/or incarcerations
 - iv. Changes in benefits/entitlements for all adults served in housing program
- b. The Contractor shall maintain a written chart for each participant which shall, at a minimum, contain:
 - i. The referral packet from Region VII Office of Behavioral Health
 - ii. Emergency contact information
 - iii. Consent to release information
 - iv. Individualized and strengths based assessment
 - v. An Individualized and strengths based goals and service plan developed by the Contractor's staff in collaboration with the participant. The participant's family may be included in the service planning as appropriate. The Service Plan shall be developed within two (2) weeks of the participant's acceptance into the program.
 - vi. Progress notes describing current status and progress/lack of progress toward identified goals in the Service Plan.
 - vii. Documentation that goals and plans are reviewed by client and staff
 - viii. Documentation of referrals and coordination with other service providers (including OBH).
 - ix. A Discharge Summary for participants discharged from the program. The discharge summary shall be forwarded to Region VII OBH within 2 weeks from the date of discharge.
 - x. Documentation of Satisfaction Surveys completed by consumers
 - xi. Other correspondence as applicable
- c. The Contractor shall maintain on-going documentation of direct service provision. This documentation shall, at a minimum, contain:
 - i. Documentation of an individualized recovery-based service plan of care
 - ii. Name of individuals in the program
 - iii. Dates of service for each participant
 - iv. Documentation of access/referral to needed services and evaluations
 - v. Documentation of any participant's safety issues and the programmatic response to each
 - vi. Documentation of each participant's progress/lack of progress
 - vii. Documentation of communication with all service providers, including mental health, substance abuse, primary care
- d. All records shall be organized in a manner which affords easy access to information and be clearly designated as current or former residents. The Contractor shall protect all records against loss, tampering, or unauthorized

use.

- e. Fiscal records shall, at a minimum, contain consumer information consistent with the programmatic record, consumer delineation of type and amount of services provided.
- f. Monthly invoices for all services delivered should be submitted to Region VII OBH by the 15th of each month. Monthly invoices should detail total number of clients served in these contracted housing program services including total number of admits and discharges from the program; detailed cumulative costs for the fiscal year.

C. Liquidated Damages

1. In the event the Contractor fails to meet the performance standards specified within the contract, the liquidated damages defined below may be assessed. If assessed, the liquidated damages will be used to reduce the Department's payments to the Contractor or if the liquidated damages exceed amounts due from the Department, the Contractor will be required to make cash payments for the amount in excess.
 - a. Failure to fill vacant contractually required key staff positions within 90 days - \$500 per working day from 91st day of vacancy until filled with an employee approved by the Department.
 - b. Failure to maintain all consumer files and perform all file updates according to the requirements in the contract, as evidenced in consumer files when reviewed during monitoring site visit - \$100 per consumer.
 - c. Failure to maintain all employee files and complete all required training according to the requirements in the contract, as evidenced in employee files and/or training records when reviewed during monitoring site visit - \$100 per employee.
 - d. Late submission of invoices beginning 10 business days after the stated due date - \$50 per working day per invoice.
2. The decision to impose liquidated damages may include consideration of some or all of the following factors:
 - a. The duration of the violation;
 - b. Whether the violation (or one that is substantially similar) has previously occurred;
 - c. The Contractor's history of compliance;
 - d. The severity of the violation and whether it imposes an immediate threat to the health or safety of the Consumers;
 - e. The "good faith" exercised by the Contractor in attempting to stay in compliance.

D. Fraud and Abuse

The Contractor Shall have internal controls and policies and procedures in place that are designed to prevent, detect, and report known or suspected fraud and abuse activities.

Such policies and procedures must be in accordance with state and federal regulations. Contractor shall have adequate staffing and resources to investigate unusual incidents and develop and implement corrective action plans to assist the Contractor in preventing and detecting potential fraud and abuse activities.

E. Technical Requirements

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

- IBM compatible PC,
- Pentium 4, Celeron or equivalent processor (or compatible successors),
- 2 Gig of RAM memory,
- Enough spare USB ports to accommodate thumb drives, etc.
- 10 Gig free hard drive space (suggest 80 Gig hard drive for the system);
- Ethernet LAN interface for laptop and desktop PCs
- Color monitor;
- Printer compatible with hardware and software required;
- High speed internet with email;
- CD ROM;
- Windows XP, SP3 or later version of operating system (minimum);
- Windows Internet Explorer 7.0 (or later)
- Microsoft Office 2003 or later;
- Appropriate firewalls for internet security.
- Compliant with industry-standard physical and procedural safeguards for confidential information (NIST 800-53A, ISO 17788, etc.).

F. Subcontracting

The Contractor shall not contract with any other party for furnishing any of the work and professional services required by the contract without the express prior written approval of the Department. The Contractor shall not substitute any subcontractor without the prior written approval of the Department. For subcontractor(s), before commencing work, the Contractor will provide letters of agreement, contracts or other forms of commitment which demonstrates that all requirements pertaining to the Contractor will be satisfied by all subcontractors through the following:

1. The subcontractor(s) will provide a written commitment to accept all contract provisions.
2. The subcontractor(s) will provide a written commitment to adhere to an

established system of accounting and financial controls adequate to permit the effective administration of the contract.

G. Insurance Requirements

Insurance shall be placed with insurers with an A.M. Best's rating of no less than A-: VI. This rating requirement shall be waived for Worker's Compensation coverage only.

1. Contractor's Insurance

The Contractor shall not commence work under this contract until it has obtained all insurance required herein. Certificates of Insurance, fully executed by officers of the Insurance Company shall be filed with the Department for approval. The Contractor shall not allow any subcontractor to commence work on subcontract until all similar insurance required for the subcontractor has been obtained and approved. If so requested, the Contractor shall also submit copies of insurance policies for inspection and approval of the Department before work is commenced. Said policies shall not be canceled, permitted to expire, or be changed without thirty (30) days notice in advance to the Department and consented to by the Department in writing and the policies shall so provide.

2. Compensation Insurance

Before any work is commenced, the Contractor shall obtain and maintain during the life of the contract, Workers' Compensation Insurance for all of the Contractor's employees employed to provide services under the contract. In case any work is sublet, the Contractor shall require the subcontractor similarly to provide Workers' Compensation Insurance for all the latter's employees, unless such employees are covered by the protection afforded by the Contractor. In case any class of employees engaged in work under the contract at the site of the project is not protected under the Workers' Compensation Statute, the Contractor shall provide for any such employees, and shall further provide or cause any and all subcontractors to provide Employer's Liability Insurance for the protection of such employees not protected by the Workers' Compensation Statute.

3. Commercial General Liability Insurance

The Contractor shall maintain during the life of the contract such Commercial General Liability Insurance which shall protect Contractor, the Department, and any subcontractor during the performance of work covered by the contract from claims or damages for personal injury, including accidental death, as well as for claims for property damages, which may arise from operations under the contract, whether such operations be by the Contractor or by a subcontractor, or by anyone directly or indirectly employed by either or them, or in such a manner as to impose liability to the Department. Such insurance shall name the Department as additional insured for claims arising from or as the result of the

operations of the Contactor or its subcontractors. In the absence of specific regulations, the amount of coverage shall be as follows: Commercial General Liability Insurance, including bodily injury, property damage and contractual liability, with combined single limits of \$1,000,000.

4. Insurance Covering Special Hazards

Special hazards as determined by the Department shall be covered by rider or riders in the Commercial General Liability Insurance Policy or policies herein elsewhere required to be furnished by the Contractor, or by separate policies of insurance in the amounts as defined in any Special Conditions of the contract included therewith.

5. Licensed and Non-Licensed Motor Vehicles

The Contractor shall maintain during the life of the contract, Automobile Liability Insurance in an amount not less than combined single limits of \$1,000,000 per occurrence for bodily injury/property damage. Such insurance shall cover the use of any non-licensed motor vehicles engaged in operations within the terms of the contract on the site of the work to be performed thereunder, unless such coverage is included in insurance elsewhere specified.

6. Subcontractor's Insurance

The Contractor shall require that any and all subcontractors, which are not protected under the Contractor's own insurance policies, take and maintain insurance of the same nature and in the same amounts as required of the Contractor.

H. Resources Available to Contractor

The Region VII OBH-CMH office will have an assigned staff member who will be responsible for primary oversight of the contract. This individual will schedule meetings to discuss progress of activities and problems identified.

I. Contact Personnel

All work performed by the Contractor will be monitored by the contract monitor:

Stacey Fuselier Pierce, LPC
Department of Health and Hospitals
Region VII Office of Behavioral Health
Director of Special Programs
1310 North Hearne Avenue
Shreveport, LA 71107
Phone: 318-676-5111
Email: Stacey.Fuselier-Pierce@la.gov

J. Term of Contract

The contract shall commence on or near the date approximated in the Schedule of Events. The term of this contract is for a period of 36 months. There may be a possible extension for an additional 24 month period, however, all contracts extending beyond the original 36 months must be approved by the Joint Legislative Committee on the budget (JLCB), or as authorized by applicable law. The continuation of this contract is contingent upon the appropriation of funds by the legislature to fulfill the requirements of the contract.

K. Payment

The Contractor shall submit deliverables in accordance with established timelines and shall submit itemized invoices monthly or as defined in the contract terms. Payment of invoices is subject to approval of Stacey Fuselier Pierce.

III. PROPOSALS

A. General Information

This section outlines the provisions which govern determination of compliance of each Proposer's response to the RFP. The Department shall determine, at its sole discretion, whether or not the requirements have been reasonably met. Omissions of required information shall be grounds for rejection of the proposal by the Department.

B. Contact After Solicitation Deadline

After the date for receipt of proposals, no proposer-initiated contact relative to the solicitation will be allowed between the proposers and DHH until an award is made.

C. Rejection and Cancellation

Issuance of this solicitation does not constitute a commitment by DHH to award a contract or contracts. The Department reserves the right to reject all proposals received in response to this solicitation.

In accordance with the provisions of R.S. 39:2182, in awarding contracts after August 15, 2010, 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, professional, personal, consulting, and social services procurement under the provisions of Chapter 16 of this Title, or the Louisiana Procurement Code under the provisions of Chapter 17 of this Title.

D. Award Without Discussion

The Secretary of DHH reserves the right to make an award without presentations by proposers or further discussion of proposals received.

E. Assignments

Any assignment, pledge, joint venture, hypothecation of right or responsibility to any person, firm or corporation should be fully explained and detailed in the proposal. Information as to the experience and qualifications of proposed subcontractors or joint ventures should be included in the proposal. In addition, written commitments from any subcontractors or joint ventures should be included as part of the proposal.

F. Proposal Cost

The proposer assumes sole responsibility for any and all costs associated with the preparation and reproduction of any proposal submitted in response to this RFP, and shall not include this cost or any portion thereof in the proposed contract price.

G. Ownership of Proposal

All proposals become the property of the Department and will not be returned to the proposer. The Department retains the right to use any and all ideas or adaptations of ideas contained in any proposal received in response to this solicitation. Selection or rejection of the offer will not affect this right. Once a contract is awarded, all proposals will become subject to the Louisiana Public Records Act.

H. Procurement Library/Resources Available To Proposer

Department program manuals and pertinent Federal and State regulations, as well as other pertinent materials, are available for review upon request in the Procurement Library. The library is located at: Shreveport Mental Health Center, 1310 North Hearne Avenue, Shreveport, Louisiana, 1st floor, Room 132. The library will be open during the hours of 8:30am to 4:00pm on Monday through Friday beginning on October 1, 2010, and ending on October 27, 2010. No items or materials may be removed from the library, but DHH personnel will be available to make copies of requested materials at a charge of 25 cents per page. Cash is not acceptable. Checks and/or money orders are to be made payable to the Department of Health and Hospitals.

I. Proposal Submission

1. All proposals must be received by the due date and time indicated on the Schedule of Events. Proposals received after the due date and time will not be considered. It is the sole responsibility of each proposer to assure that its proposal is delivered at the specified location prior to the deadline. Proposals which, for any reason, are not so delivered will not be considered.
2. Proposer will submit one (1) original hard copy and should submit one (1) electronic copy and six (6) hard copies of proposals. Proposers should include

one proposal in electronic format on a CD. No facsimile or emailed proposals will be accepted.

3. Proposals must be submitted via mail, courier or hand delivered to:

If courier mail or hand delivered:

Mary Gonzalez
Department of Health and Hospitals
Division of Contracts and Procurement Support
628 N. 4th Street, 5th Floor
Baton Rouge, LA 70802

If delivered via US Mail:

Mary Gonzalez
Department of Health and Hospitals
Division of Contracts and Procurement Support
P.O. Box 1526
Baton Rouge, LA 70821-1526

J. Proprietary and/or Confidential 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 cost proposal will not be considered confidential under any circumstances. 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 RFP, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et. seq.) will be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this RFP shall be open to public inspection. Proposers are reminded that while trade secrets and other proprietary information submitted in conjunction with this RFP 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. The proposer must clearly designate the part of the proposal that contains a trade secret and/or privileged or confidential proprietary information as "confidential" in order to claim protection, if any, from disclosure. The proposer shall mark the cover sheet of the proposal with the following legend, specifying the specific section(s) of the proposal sought to be restricted in accordance with the conditions of the legend:

"The data contained in pages _____ of the proposal have been submitted in

confidence and contain trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this proposer as a result of or in connection with the submission of this proposal, the State of Louisiana shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the State of Louisiana's right to use or disclose data obtained from any source, including the proposer, without restrictions."

4. Further, to protect such data, each page containing such data shall be specifically identified and marked "CONFIDENTIAL".
5. Proposers must be prepared to defend the reasons why the material should be held confidential. If a competing proposer or other person seeks review or copies of another proposer's confidential data, DHH will notify the owner of the asserted data of the request. If the owner of the asserted data does not want the information disclosed, it must take legal action as necessary to restrain DHH from releasing information DHH believes to be public record.
6. **If the proposal contains confidential information, a redacted copy of the proposal must be submitted.** If a redacted copy is not submitted, DHH may consider the entire proposal to be public record. When submitting the redacted copy, it should be clearly marked on the cover as - "REDACTED COPY". The redacted copy should also state which sections or information has been removed."
7. Any proposal marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

K. Proposal Format

1. An item-by-item response to the Request for Proposals is requested.
2. There is no intent to limit the content of the proposals, and proposers may include any additional information deemed pertinent. Emphasis should be on simple, straightforward and concise statements of the proposer's ability to satisfy the requirements of the RFP.

L. Requested Proposal Outline:

Each Section must be clearly labeled in the proposal.

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

- Cost and Pricing Analysis

M. Proposal Content

1. Proposals should include information that will assist the Department in determining the level of quality and timeliness that may be expected. The agency shall determine, at its sole discretion, whether or not the RFP provisions have been reasonably met. The proposal should describe the background and capabilities of the proposer, give details on how the services will be provided, and shall include a breakdown of proposed costs. Work samples may be included as part of the proposal.
2. Proposals should address how the proposer intends to assume complete responsibility for timely performance of all contractual responsibilities in accordance with federal and state laws, regulations, policies, and procedures.
3. Proposals should define proposer's functional approach in providing services and identify the tasks necessary to meet the RFP requirements of the provision of services, as outlined in Section II.
4. Introduction/Administrative Data
 - a. The introductory section should contain summary information about the proposer's organization. This section should state proposer's knowledge and understanding of the needs and objectives of DHH OBH Region VII CMH as related to the scope of this RFP. It should further cite its ability to satisfy provisions of the Request for Proposal.
 - b. This introductory section should include a description of how the proposer's organizational components communicate and work together in both an administrative and functional capacity from the top down. This section should contain a brief summary setting out the proposer's management philosophy including, but not limited to, the role of Quality Control, Professional Practices, Supervision, Distribution of Work and Communication Systems. This section should include an organizational chart displaying the proposer's overall structure.
 - c. This section should also include the following information:
 - i. Location of Active Office with Full Time Personnel, include all office locations (address) with full time personnel.
 - ii. Name and address of principal officer;
 - iii. Name and address for purpose of issuing checks and/or drafts;
 - iv. For corporations, a statement listing name(s) and address(es) of principal owners who hold five percent interest or more in the corporation.
 - v. If out-of-state proposer, give name and address of local representative; if none, so state;

- vi. If any of the proposer's personnel named is a current or former Louisiana state employee, indicate the Agency where employed, position, title, termination date, and social security number;
- vii. If the proposer was engaged by DHH within the past twenty-four (24) months, indicate the contract number and/or any other information available to identify the engagement; if not, so state; and
- viii. Proposer's state and federal tax identification numbers.

d. The following information **must** be included in the proposal:

- i. Certification Statement: The proposer must sign and submit the attached Certification Statement (See Attachment I).
- ii. Proposer shall guarantee that there will be no conflict or violation of the Ethics Code if it is awarded the contract. Ethics issues are interpreted by the Louisiana Board of Ethics.
- iii. Proposer shall guarantee that the entire proposal will be valid for a period of 120 days after the submission date
- iv. Proposer shall guarantee that the proposal submitted shall become a contractual obligation and valid if a contract is awarded.

5. Work Plan/Project Execution

The Proposer should state the approach it intends to use to achieve each objective of the project including major activities and methodologies utilized for each work statement, as well as Department involvement. The Proposal should state how each objective of the project will be accomplished.

- a. Provide a written explanation of the organizational structures of both operations and program administration, and how those structures will support service implementation. Individual components should include plans for supervision, training, technical assistance, as well as collaboration as appropriate.
- b. Provide a strategic overview including all elements to be provided.
- c. Demonstrate an ability to hire staff with the necessary experience and skill set that will enable them to effectively meet the needs of consumers served.
- d. Demonstrate an understanding of, and ability to implement, the various types of organizational strategies to be integrated within the day to day operations, which are critical in organizing their functioning and maximizing productivity.
- e. Demonstrate knowledge of services to be provided and effective strategies to achieve objectives and effective service delivery.
- f. Describe approach and strategy for project oversight and management.

- g. Articulate the need for, and the ability to implement, a plan for continuous quality improvement; this includes (but is not limited to) reviewing the quality of services provided and staff productivity.
 - h. Demonstrate an understanding of and ability to implement data collection as needed.
 - i. Explain processes that will be implemented in order to complete all tasks and phases of the project in a timely manner, as outlined within Section II.
 - j. Articulate the ability to develop and implement an All Hazards Response plan in the event of an emergency event.
 - k. Refer to specific documents and reports that can be produced as a result of completing tasks, to achieve the requested deliverables.
 - l. Identify all assumptions or constraints on tasks.
 - m. Discuss what flexibility exists within the work plan to address unanticipated problems which might develop during the contract period.
 - n. If the proposer intends to subcontract for portions of the work, the proposer should include specific designations of the tasks to be performed by the subcontractor.
 - o. Document procedures to protect the confidentiality of records in DHH databases, including records in databases that may be transmitted electronically via e-mail or the Internet.
6. Relevant Corporate Experience
- a. The proposal should indicate the firm has a record of prior successful experience in the design and implementation of the services sought through this RFP. Proposers should include statements specifying the extent of responsibility on prior projects and a description of the projects scope and similarity to the projects outlined in this RFP. All experience under this section shall be in sufficient detail to allow an adequate evaluation by the Department. In particular, the proposer should demonstrate experience with the implementation of Adult Housing Programs for adults with chronic and persistent mental illness. The proposer shall have, within the last 24 months, completed a similar type project. Proposers should give at least two customer references for similar projects completed in at least the last 24 months. References should include the name and telephone number of each contact person and a signed consent for a representative from the Office of Behavioral

Health to contact them regarding their reference letter.

- b. In this section, a statement of the proposer's involvement in litigation that could affect this work should be included. If no such litigation exists, proposer should so state.

7. Personnel Qualifications

- a. The purpose of this section is to evaluate the relevant experience, resources, and qualifications of the proposed staff to be assigned to this project. The experience of proposer's personnel in implementing similar services to those to be provided under this RFP will be evaluated. The adequacy of personnel for the proposed project team will be evaluated on the basis of project tasks assigned, allocation of staff, professional skill mix, and level of involvement of personnel.
- b. Proposers should state job responsibilities, workload and lines of supervision. An organizational chart identifying individuals and their job titles and major job duties should be included. The organizational chart should show lines of responsibility and authority.
- c. Job descriptions, including the percentage of time allocated to the project and the number of personnel should be included and should indicate minimum education, training, experience, special skills and other qualifications for each staff position as well as specific job duties identified in the proposal. Job descriptions should indicate if the position will be filled by a sub-Contractor.
- d. Key personnel and the percentage of time directly assigned to the project should be identified.
- e. Résumés of all known personnel should be included. Resumes of proposed personnel should include, but not be limited to:
 - i. Experience with proposer,
 - ii. Previous experience in projects of similar scope and size.
 - iii. Educational background, certifications, licenses, special skills, etc.
- f. If subcontractor personnel will be used, the proposer should clearly identify these persons, if known, and provide the same information requested for the proposer's personnel.

8. Additional Information

As an appendix to its proposal, if available, proposers should provide copies of any policies and procedures manuals applicable to this contract, inclusive of organizational standards or ethical standards. This appendix should also include a copy of proposer's All Hazards Response Plan, if available.

9. Corporate Financial Condition

- a. The organization's financial solvency will be evaluated. The proposer's ability to demonstrate adequate financial resources for performance of the contract or the ability to obtain such resources as required during performance under this contract will be considered.

- b. Proposal should include for each of the last three (3) years, copies of financial statements, preferably audited, including at least a balance sheet and profit and loss statement, or other appropriate documentation which would demonstrate to the Department the proposer's financial resources sufficient to conduct the project.

10. Cost and Pricing Analysis

- a. Proposer shall specify costs for performance of tasks. Proposal shall include all anticipated costs of successful implementation of all deliverables outlined. An item by item breakdown of costs shall be included in the proposal.

- b. Proposers shall submit the breakdown in a similar format to the attached sample cost template form (See Attachment IV) for each year of the contract to demonstrate how cost was determined.

N. On-Site Presentations/Demonstrations

Not required for this RFP.

O. Evaluation Criteria

The following criteria will be used to evaluate proposals:

- 1. Evaluations will be conducted by a Proposal Review Committee.

- 2. Evaluations of the financial statements will be conducted by a member of the DHH Fiscal Division.

- 3. Scoring will be based on a possible total of 100 and the proposal with the highest total score will be recommended for award.

- 4. Cost Evaluation
 - a. The proposer with the lowest total cost shall receive 20 points. Other proposers shall receive points for cost based upon the following formula:

$$CPS = (LPC/PC) * 20 \text{ Points}$$

CPS = Cost Proposal Score

LPC = Lowest Proposal Cost of all Proposers

PC = Individual Proposal Cost

- b. The assignment of the 20 points based on the above formula will be calculated by a member of the DHH Contracts Office staff.
- c. Additionally, a maximum of 5 points may be awarded for the cost criteria based on evaluation of reasonableness of cost based on economies of scale, adequate budget detail, and justification that all cost is consistent with the purpose, objectives, and deliverables of the RFP.
- d. The DHH Deputy Undersecretary may provide assistance with the evaluation of the additional 5 points.

5. Evaluation Criteria and Assigned Weights:

Evaluation Criteria	Point Total
Introduction/Understanding of Scope of Work	15
Work Plan	30
Corporate Experience/Financial Condition	15
Qualifications of Personnel	15
Cost	25
Total Points	100

P. Announcement of Award

The Department will award the contract to the proposer with the highest graded proposal and deemed to be in the best interest of the Department. All proposers will be notified of the contract award. The Department will notify the successful proposer and proceed to negotiate contract terms.

IV. CONTRACTUAL INFORMATION

- A.** The contract between DHH and the Contractor shall include the standard DHH contract form (CF-1/attached) including a negotiated scope of work, the RFP and its amendments and addenda, and the Contractor's proposal. The attached CF-1 contains basic information and general terms and conditions of the contract to be awarded.
- B.** Mutual Obligations and Responsibilities: The state requires that the mutual obligations and responsibilities of DHH and the successful proposer be recorded in a written contract. While final wording will be resolved at contract time, the intent of the provisions will not be altered and will include all provisions as specified in the attached CF-1.
- C.** Performance Bond-For all Contractors (for profit or not for profit) awarded contracts through the RFP; the Department shall require the Contractor, within 10 days of signing the contract, to procure, submit, and maintain a Performance Bond in the amount of 10% of the annual contract amount.
OR
Retainage-As an alternative to a performance bond or letter of credit requirement above, the Department, at the request of the Contractor and acceptance by the Department, may secure a retainage of 10% from all billings under the contract as surety for performance. On successful completion of contract deliverables, the retainage amount may be released on an annual basis.
- D.** In addition, to terms of the CF-1 and supplements, the following will be incorporated into the contract awarded through this RFP:
- 1. Personnel Assignments:** The Contractor's key personnel assigned to this contract may not be replaced without the written consent of the Department. Such consent shall not be unreasonably withheld or delayed provided an equally qualified replacement is offered. Key personnel for these purposes will be determined during contract negotiation.
 - 2. Force Majeure:** The Contractor and the Department are excused from performance under contract for any period they may be prevented from performance by an Act of God, strike, war, civil disturbance, epidemic or court order.
 - 3. Order of Precedence:** The contract shall, to the extent possible, be construed to give effect to all provisions contained therein; however, where provisions conflict, the intent of the parties shall be determined by giving a first priority to provisions of the contract excluding the RFP and the proposal; second priority to the provisions of the RFP; and third priority to the provisions of the proposal.

4. Entire Agreement: This contract, together with the RFP and addenda issued thereto by the Department, the proposal submitted by the Contractor in response to the Department's RFP, and any exhibits specifically incorporated herein by reference constitute the entire agreement between the parties with respect to the subject matter.
5. Board Resolution/Signature Authority: The Contractor, if a corporation, shall secure and attach to the contract a formal Board Resolution indicating the signatory to the contract is a corporate representative and authorized to sign said contract.
6. Warranty to Comply with State and Federal Regulations: The Contractor shall warrant that it shall comply with all state and federal regulations as they exist at the time of the contract or as subsequently amended.
7. Warranty of Removal of Conflict of Interest: The Contractor shall warrant that it, its officers, and employees have no interest and shall not acquire any interest, direct or indirect, which conflicts in any manner or degree with the performance of services hereunder. The Contractor shall periodically inquire of its officers and employees concerning such conflicts, and shall inform the Department promptly of any potential conflict. The Contractor shall warrant that it shall remove any conflict of interest prior to signing the contract.
8. If the Contractor is a corporation, the following requirement must be met prior to execution of the contract:
 - a. If a for-profit corporation whose stock is not publicly traded-the Contractor must file a Disclosure of Ownership form with the Louisiana Secretary of State.
 - b. If the Contractor is a corporation not incorporated under the laws of the State of Louisiana-the Contractor must obtain a Certificate of Authority pursuant to R.S. 12:301-302 from the Louisiana Secretary of State.
 - c. The Contractor must provide written assurance to the agency from Contractor's legal counsel that the Contractor is not prohibited by its articles of incorporation, bylaws or the laws under which it is incorporated from performing the services required under the contract.

Attachments:

- I. Certification Statement
- II. DHH Standard Contract Form (CF-1)
- III. HIPAA
- IV. Sample Cost Breakdown Template

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

OFFICIAL CONTACT. The State requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. Identify the Contact name and fill in the information below: (Print Clearly)

Date	
Official Contact Name	
Email Address	
Fax Number with Area Code	
Telephone Number	
Street Address	
City, State, and Zip	

Proposer certifies that the above information is true and grants permission to the Department to contact the above named person or otherwise verify the information I have provided.

By its submission of this proposal and authorized signature below, proposer certifies that:

1. The information contained in its response to this RFP is accurate;
2. Proposer accepts the procedures, evaluation criteria, contract terms and conditions, and all other administrative requirements set forth in this RFP.
3. Proposer accepts the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.
4. Proposer's quote is valid for at least 120 days from the date of proposal's signature below;
5. Proposer understands that if selected as the successful Proposer, he/she will have **5** business days from the date of delivery of initial contract in which to complete contract negotiations, if any, and execute the final contract document. The Department has the option to waive this deadline if actions or inactions by the Department cause the delay.
6. Proposer certifies, by signing and submitting a proposal for \$25,000 or more, that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in OMB Circular A-133. (A list of parties who have been suspended or debarred can be viewed via the internet at www.epls.gov)

Authorized Signature: _____

Typed or Printed Name: _____

Title: _____

Company Name: _____

**CFMS:
DHH:
AGENCY #**

Attachment II
DHH - CF - 1

**CONTRACT BETWEEN STATE OF LOUISIANA
DEPARTMENT OF HEALTH AND HOSPITALS**

AND

FOR

Personal Services Professional Services Consulting Services Social Services

9) **Brief Description Of Services To Be Provided:**
 Include description of work to be performed and objectives to be met; description of reports or other deliverables and dates to be received (when applicable). In a consulting service, a resume of key contract personnel performing duties under the terms of the contract and amount of effort each will provide under terms of contract should be attached.

12) This contract may be terminated by either party upon giving thirty (30) days advance written notice to the other party with or without cause but in no case shall continue beyond the specified termination date.

13) **Maximum Contract Amount**

14) **Terms of Payment**

If progress and/or completion of services are provided to the satisfaction of the initiating Office/Facility, payments are to be made as follows: (stipulate rate or standard of payment, billing intervals, invoicing provisions, etc.). Contractor obligated to submit final invoices to Agency within fifteen (15) days after termination of contract.

15) **Special or Additional Provisions which are incorporated herein, if any (IF NECESSARY, ATTACH SEPARATE SHEET AND REFERENCE):**

During the performance of this agreement, the Contractor hereby agrees to the following terms

and conditions:

1. Contractor hereby agrees to adhere as applicable to the mandates dictated by Titles VI and VII of the Civil Rights Act of 1964, as amended; the Vietnam Era Veterans' Readjustment Assistance Act of 1974; Americans with Disabilities Act of 1990 as amended; the Rehabilitation Act of 1973 as amended; Sec. 202 of Executive Order 11246 as amended, and all applicable requirements imposed by or pursuant to the regulations of the U. S. Department of Health and Human Services. Contractor agrees not to discriminate in the rendering of services to and/or employment of individuals because of race, color, religion, sex, age, national origin, handicap, political beliefs, disabled veteran, veteran status, or any other non-merit factor.
2. Contractor shall abide by the laws and regulations concerning confidentiality which safeguard information and the patient/client confidentiality. Information obtained shall not be used in any manner except as necessary for the proper discharge of Contractor's obligations. (The Contractor shall establish, subject to review and approval of the Department, confidentiality rules and facility access procedures.)
3. The State Legislative Auditor, Office of the Governor, Division of Administration, and Department Auditors or those designated by the Department shall have the option of auditing all accounts pertaining to this contract during the contract and for a three year period following final payment. Contractor grants to the State of Louisiana, through the Office of the Legislative Auditor, Department of Health and Hospitals, and Inspector General's Office, Federal Government and/or other such officially designated body the right to inspect and review all books and records pertaining to services rendered under this contract, and further agrees to guidelines for fiscal administration as may be promulgated by the Department. Records will be made available during normal working hours.

Contractor shall comply with federal and state laws and/or DHH Policy requiring an audit of the Contractor's operation as a whole or of specific program activities. Audit reports shall be sent within thirty (30) days after the completion of the audit, but no later than six (6) months after the end of the audit period. If an audit is performed within the contract period, for any period, four (4) copies of the audit report shall be sent to the Department of Health and Hospitals, Attention: **Division of Fiscal Management, P.O. Box 91117, Baton Rouge, LA 70821-3797** and one (1) copy of the audit shall be sent to the **originating DHH Office.**

4. Contractor agrees to retain all books, records and other documents relevant to the contract and funds expended thereunder for at least four (4) years after final payment or as prescribed in 45 CFR 74:53 (b) whichever is longer. Contractor shall make available to the Department such records within thirty (30) days of the Department's written request and shall deliver such records to the Department's central office in Baton Rouge, Louisiana, all without expense to the Department. Contractor shall allow the Department to inspect, audit or copy records at the contractor's site, without expense to the Department.
5. Contractor shall not assign any interest in this contract and shall not transfer any interest in the same (whether by assignment or novation), without written consent of the Department thereto, provided, however, that claims for money due or to become due to Contractor from the Department under this contract may be assigned to a bank, trust company or other financial institution without advanced approval. Notice of any such assignment or transfer shall be promptly furnished to the Department and the Division of Administration, Office of Contractual Review.
6. Contractor hereby agrees that the responsibility for payment of taxes from the funds received under this contract shall be Contractor's. The contractor assumes responsibility for its personnel providing services hereunder and shall make all deductions for withholding taxes, and contributions for unemployment compensation funds, and shall maintain, at Contractor's expense, all necessary

insurance for its employees, including but not limited to automobile insurance, workers' compensation and general liability insurance.

7. Contractor shall obtain and maintain during the contract term all necessary insurance including automobile insurance, workers' compensation insurance, and general liability insurance. The required insurances shall protect the Contractor, the Department of Health and Hospitals, and the State of Louisiana from all claims related to Contractor's performance of this contract. Certificates of Insurance shall be filed with the Department for approval. Said policies shall not be canceled, permitted to expire, or be changed without thirty (30) days advance written notice to the Department. Commercial General Liability Insurance shall provide protection during the performance of work covered by the contract from claims or damages for personal injury, including accidental death, as well as claims for property damages, with combined single limits prescribed by the Department.
8. In cases where travel and related expenses are required to be identified separate from the fee for services, such costs shall be in accordance with State Travel Regulations. The contract contains a maximum compensation which shall be inclusive of all charges including fees and travel expenses.
9. No funds provided herein shall be used 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 legislature or any local governing authority. This provision shall not prevent the normal dissemination of factual information relative to a proposition or any election ballot or a proposition or matter having the effect of law being considered by the legislature or any local governing authority. Contracts with individuals shall be exempt from this provision.
10. Should contractor become an employee of the classified or unclassified service of the State of Louisiana during the effective period of the contract, Contractor must notify his/her appointing authority of any existing contract with State of Louisiana and notify the contracting office of any additional state employment. This is applicable only to contracts with individuals.
11. All non-third party software and source code, records, reports, documents and other material delivered or transmitted to Contractor by State shall remain the property of State, and shall be returned by Contractor to State, at Contractor's expense, at termination or expiration of this contract. All non-third party software and source code, records, reports, documents, or other material related to this contract and/or obtained or prepared by Contractor in connection with the performance of the services contracted for herein shall become the property of State, and shall be returned by Contractor to State, at Contractor's expense, at termination or expiration of this contract.
12. Contractor shall not enter into any subcontract for work or services contemplated under this contract without obtaining prior written approval of the Department. Any subcontracts approved by the Department shall be subject to conditions and provisions as the Department may deem necessary; provided, however, that notwithstanding the foregoing, unless otherwise provided in this contract, such prior written approval shall not be required for the purchase by the contractor of supplies and services which are incidental but necessary for the performance of the work required under this contract. No subcontract shall relieve the Contractor of the responsibility for the performance of contractual obligations described herein.
13. No person and no entity providing services pursuant to this contract on behalf of contractor or any subcontractor is prohibited from providing such services by the provisions of R.S. 1113 as amended in the 2008 Regular Session of the Louisiana Legislature.
14. No claim for services furnished or requested for reimbursement by Contractor, not provided for in this contract, shall be allowed by the Department. In the event the Department determines that certain

costs which have been reimbursed to Contractor pursuant to this or previous contracts are not allowable, the Department shall have the right to set off and withhold said amounts from any amount due the Contractor under this contract for costs that are allowable.

15. This contract is subject to and conditioned upon the availability and appropriation of Federal and/or State funds; and no liability or obligation for payment will develop between the parties until the contract has been approved by required authorities of the Department; and, if contract exceeds \$20,000, the Director of the Office of Contractual Review, Division of Administration in accordance with La. R.S. 39:1502.
16. The continuation of this contract is contingent upon the appropriation of funds from the legislature to fulfill the requirements of the contract. If the Legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.
17. Any alteration, variation, modification, or waiver of provisions of this contract shall be valid only when reduced to writing, as an amendment duly signed, and approved by required authorities of the Department; and, if contract exceeds \$20,000, approved by the Director of the Office of Contractual Review, Division of Administration. Budget revisions approved by both parties in cost reimbursement contracts do not require an amendment if the revision only involves the realignment of monies between originally approved cost categories.
18. Any contract disputes will be interpreted under applicable Louisiana laws and regulations in Louisiana administrative tribunals or district courts as appropriate.
19. Contractor will warrant all materials, products and/or services produced hereunder will not infringe upon or violate any patent, copyright, trade secret, or other proprietary right of any third party. In the event of any such claim by any third party against DHH, the Department shall promptly notify Contractor in writing and Contractor shall defend such claim in DHH's name, but at Contractor's expense and shall indemnify and hold harmless DHH against any loss, expense or liability arising out of such claim, whether or not such claim is successful. This provision is not applicable to contracts with physicians, psychiatrists, psychologists or other allied health providers solely for medical services.
20. Any equipment purchased under this contract remains the property of the Contractor for the period of this contract and future continuing contracts for the provision of the same services. Contractor must submit vendor invoice with reimbursement request. For the purpose of this contract, equipment is defined as any tangible, durable property having a useful life of at least (1) year and acquisition cost of \$1000.00 or more. The contractor has the responsibility to submit to the Contract Monitor an inventory list of DHH equipment items when acquired under the contract and any additions to the listing as they occur. Contractor will submit an updated, complete inventory list on a quarterly basis to the Contract Monitor. Contractor agrees that upon termination of contracted services, the equipment purchased under this contract reverts to the Department. Contractor agrees to deliver any such equipment to the Department within 30 days of termination of services.
21. Contractor agrees to protect, indemnify and hold harmless the State of Louisiana, DHH, from all claims for damages, costs, expenses and attorney fees arising in contract or tort from this contract or from any acts or omissions of Contractor's agents, employees, officers or clients, including premises liability and including any claim based on any theory of strict liability. This provision does not apply to actions or omissions for which LA R.S. 40:1299.39 provides malpractice coverage to the contractor,

nor claims related to treatment and performance of evaluations of persons when such persons cause harm to third parties (R.S. 13:5108.1(E)). Further it does not apply to premises liability when the services are being performed on premises owned and operated by DHH.

- 22. Any provision of this contract is severable if that provision is in violation of the laws of the State of Louisiana or the United States, or becomes inoperative due to changes in State and Federal law, or applicable State or Federal regulations.
- 23. Contractor agrees that the current contract supersedes all previous contracts, negotiations, and all other communications between the parties with respect to the subject matter of the current contract.

THIS CONTRACT CONTAINS OR HAS ATTACHED HERETO ALL THE TERMS AND CONDITIONS AGREED UPON BY THE CONTRACTING PARTIES. IN WITNESS THEREOF, THIS CONTRACT IS SIGNED ON THE DATE INDICATED BELOW.

	STATE OF LOUISIANA DEPARTMENT OF HEALTH AND HOSPITALS
--	--

_____	_____	_____	_____
SIGNATURE	DATE	SIGNATURE	DATE

_____	_____
NAME	NAME

Secretary, Department of Health and Hospitals or Designee

_____	_____
TITLE	TITLE

--	--

_____	_____	_____	_____
SIGNATURE	DATE	SIGNATURE	DATE

_____	_____
NAME	NAME

_____	_____
TITLE	TITLE

(Rev. 1/04)

HIPAA Business Associate Addendum:

This Business Associate Addendum is hereby made a part of this contract in its entirety as Attachment ___ to the contract.

1. The U. S. Department of Health and Human Services has issued final regulations, pursuant to the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), governing the privacy of individually identifiable health information. See 45 CFR Parts 160 and 164 (the "HIPAA Privacy Rule"). The Department of Health and Hospitals, ("DHH"), as a "Covered Entity" as defined by HIPAA, is a provider of health care, a health plan, or otherwise has possession, custody or control of health care information or records.
2. "*Protected health information*" ("PHI") means individually identifiable health information including all information, data, documentation and records, including but not limited to demographic, medical and financial information that relates to the past, present, or future physical or mental health or condition of an individual; the provision of health care to an individual or payment for health care provided to an individual; and that identifies the individual or which DHH believes could be used to identify the individual.
 - "*Electronic protected health information*" means PHI that is transmitted by electronic media or maintained in electronic media.
 - "*Security incident*" means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system.
3. Contractor is considered a Business Associate of DHH, as Contractor either: (A) performs certain functions on behalf of or for DHH involving the use or disclosure of protected individually identifiable health information by DHH to Contractor, or the creation or receipt of PHI by Contractor on behalf of DHH; or (B) provides legal, actuarial, accounting, consulting, data aggregation, management, administrative, accreditation, financial or social services for DHH involving the disclosure of PHI.
4. Contractor agrees that all PHI obtained as a result of this contractual agreement shall be kept confidential by Contractor, its agents, employees, successors and assigns as required by HIPAA law and regulations and by this contract and addendum.
5. Contractor agrees to use or disclose PHI solely (A) for meeting its obligations under this contract, or (B) as required by law, rule or regulation or as otherwise permitted under this contract or the HIPAA Privacy Rule.
6. Contractor agrees that at termination of the contract, or upon request of DHH, whichever occurs first, Contractor will return or destroy (at the option of DHH) 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 will 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.
7. Contractor will ensure that its agents, employees, subcontractors or others to whom it provides PHI received by or created by Contractor on behalf of DHH agree to the same restrictions and conditions that apply to Contractor with respect to such information. Contractor also agrees to take all reasonable steps to ensure that its employees', agents' or subcontractors' actions or omissions do not cause Contractor to breach the terms of this Addendum. Contractor will use all appropriate safeguards to prevent the use or disclosure of PHI other than pursuant to the terms and conditions of this contract and Addendum.

8. Contractor shall, within 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.
9. Contractor shall make available such information in its possession which is required for DHH 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 DHH 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.
10. Contractor shall make PHI available to DHH upon request in accordance with 45 CFR 164.524.
11. Contractor shall make PHI available to DHH upon request for amendment and shall incorporate any amendments to PHI in accordance with 45 CFR 164.526.
12. 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 DHH available to the Secretary of the U. S. DHHS for purposes of determining DHH's compliance with the HIPAA Privacy Rule.
13. Compliance with Security Regulations:

In addition to the other provisions of this Addendum, if Contractor creates, receives, maintains, or transmits electronic PHI on DHH's behalf, Contractor shall, no later than April 20, 2005:

 - (A) Implement 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 DHH;
 - (B) Ensure that any agent, including a subcontractor, to whom it provides such information agrees to implement reasonable and appropriate safeguards to protect it; and
 - (C) Report to DHH any security incident of which it becomes aware.
14. Contractor agrees to indemnify and hold DHH harmless from and against all liability and costs, including attorneys' fees, created by a breach of this Addendum by Contractor, its agents, employees or subcontractors, without regard to any limitation or exclusion of damages provision otherwise set forth in the contract.
15. Notwithstanding any other provision of the contract, DHH shall have the right to terminate the contract immediately if DHH determines that Contractor has violated any material term of this Addendum.

Attachment IV
Sample Cost Template

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

Year 1	Hourly Rate	Total
Administrative Staff (list by position)		
Direct Labor Staff (list by position)		
Contracted Staff (list by position)		
Benefits		
Operating Costs:		
Rent		
Utilities		
Telephone		
Insurance		
Other (List):		
Office Supplies (List)		
Professional Services (list)		
Other Direct Costs (list)		

