

# LOUISIANA



**DEPARTMENT OF  
HEALTH  
AND HOSPITALS**

**BREASTFEEDING PEER COUNSELING PROGRAM THROUGH THE  
LOUISIANA WIC PROGRAM**

**LOUISIANA DEPARTMENT OF HEALTH AND HOSPITALS OFFICE OF PUBLIC HEALTH  
CENTER FOR COMMUNITY AND PREVENTIVE HEALTH/NUTRITION SERVICES**

**RFP # 305PUR-DHHRFP-BFPC-FY15-OPH  
Proposal Due Date/Time:, January 14, 2015/4:00pm**

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# Glossary

**BFPC:** Breastfeeding Peer Counselor or Breastfeeding Peer Counseling

**Contractor:** The successful proposer who is awarded a contract

**Department:** For the purpose of this RFP, Department refers to the Louisiana Department of Health and Hospitals.

**DHH:** Department of Health and Hospitals

**DOA:** Louisiana Division of Administration

**FI:** Food Instruments are the documents issued by the Louisiana WIC Program specifying the amount and type of food available for purchase by a WIC participant for a designated time period.

**IBCLC:** International Board Certified Lactation Consultant

**Louisiana WIC (LA WIC):** The Special Supplemental Nutrition Program for Women, Infants, and Children for the State of Louisiana

**LWICPCP:** Louisiana WIC Peer Counseling Program

**Must:** Denotes a mandatory requirement

**OPH:** Office of Public Health

**Original:** Denotes must be signed in ink

**Participant:** A person who has been found to be eligible to receive benefits from the LA WIC Program.

**PHAME:** Public Health Automated Management Enabler, the legacy software system utilized for conducting LA WIC business.

**Proposer:** An Individual or organization submitting a proposal in response to an RFP

**Redacted Proposal:** The removal of confidential and/or proprietary information from one copy of the proposal for public records purposes.

**Shall:** Denotes a mandatory requirement

**Should, May, Can:** Denotes a preference, but not a mandatory requirement

**Site:** Unit which administers the WIC Program at the local level

**State Agency:** LA WIC Program Administrative Office

**State:** The State of Louisiana

**Vendor:** An entity under contract with Louisiana WIC to provide food benefits to WIC participants in exchange for WIC food instruments

**USDA/FNS:** United States Department of Agriculture/Food and Nutrition Service

**WIC:** The Special Supplemental Nutrition Program for Women, Infants, and Children administered by USDA

**WIC Bank:** Financial Service Center contracted by the LA WIC Program to process redeemed FIs.

**WIC Vendor Assistant:** Portal that keeps retail stores better connected to the Louisiana WIC program through Web-based process improvement tools and information sharing features.

**Will:** Denotes a mandatory requirement

## 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 Medical Vendor Administration (Medicaid), the Office for Citizens with Developmental Disabilities, the Office of Behavioral Health, the 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 Office of Public Health is comprised of four Centers of Excellence: the Center for Community and Preventive Health, Center for Community Preparedness, the Center for Vital Records and Statistics and the Center for Environmental Health. The goal of the Center for Community and Preventive Health is to minimize the occurrence of disease and its consequences. This includes taking actions that reduce susceptibility or exposure to health threats, detecting and treating diseases in early stages and alleviating the effects of disease and injury. Within the Center for Community and Preventive Health resides the Nutrition Services Section which is responsible for administering the Special Supplemental Nutrition Program for Women, Infants and Children (WIC).
5. The mission of the Louisiana WIC Program is to provide supplemental foods and nutrition education through local agencies to eligible pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children who are found to be at nutritional risk. The program shall serve as an adjunct to good health care, during critical times of growth and development, in order to prevent the occurrence of health problems and improve the health status of these persons. At the national level the goals for the WIC Program were summarized in legislation: "Congress finds that substantial numbers of pregnant, postpartum and breastfeeding women, infants and young children from families with inadequate income are at special risk with respect to their physical and mental health by reason of inadequate nutrition or health care or both."
6. Louisiana WIC services are provided in all 64 parishes through approximately 111 parish health units and contract clinic sites.
7. At the Federal level, the WIC Program is administered by the United States Department of Agriculture/Food and Nutrition Service (USDA/FNS). Funds appropriated annually by Congress are granted to State Agencies by USDA/FNS for food and administrative costs. Grant amounts are based on each state's WIC eligible population, economies of scale (which recognizes higher per participant cost associated with smaller participation levels) and salary differentials (which considers the average salary levels paid within each state for local government employees by state).

8. In Louisiana the program is currently 100% federally funded. States acquire funds through a U.S. Treasury letter of credit. To make full use of federal funds, grants to states may be adjusted during the fiscal year to add additional funds or to remove unspent funds depending on performance.

## **B. Purpose**

1. The purpose of this RFP is to solicit proposals from qualified proposers to enable Louisiana's WIC Program to continue providing breastfeeding peer counseling while utilizing the Food and Nutrition Services (FNS) model for successful peer counseling and state established protocols/policies, which will result in an increase in breastfeeding initiation and duration rates.
2. A contract is necessary to support the management staff of the Louisiana WIC Program and the Loving Support Breastfeeding Peer Counseling Program, both of which are 100% federally-funded programs administered by the US Department of Agriculture (USDA). WIC provides nutrition education, breastfeeding support, nutritional provisions and referrals to pregnant and post-partum women, infants up to age one, and children to age five who are eligible for WIC services.

## **C. Invitation to Propose**

DHH Office of Public Health/Center for Community and Preventive Health/Nutrition Services is inviting qualified proposers to submit proposals for services to provide assistance in support of the USDA/FNS mandate to foster partnerships with the individuals and organizations outside the WIC community that will support the successful implementation and substantiality of WIC peer counseling programs. The Contractor will serve as coordinator for the Louisiana WIC Peer Counseling Program (LWICPCP). The Contractor will coordinate all LWICPCP activities including public awareness, educational and outreach activities, and grant-writing. The Contractor will perform general administrative functions for the LWICPCP and assist with membership development in accordance with the specifications and conditions set forth herein. The Contractor will provide services on a statewide basis, in all nine regions of the State.

## **D. 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://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>

May also be posted at:

<http://new.dhh.louisiana.gov/index.cfm/newsroom/category/47>

***It is the responsibility of the proposer to check the DOA website for addenda to the RFP, if any.***

## II. ADMINISTRATIVE INFORMATION

### A. RFP Coordinator

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

**Shera Gardner**  
**Department of Health and Hospitals**  
**OPH Nutrition Services**  
**628 N 4<sup>th</sup> Street, 8th Floor**  
**Baton Rouge, LA 70802**  
**Email: [Shera.Gardner@LA.GOV](mailto:Shera.Gardner@LA.GOV)**  
**Fax: (225)342-8312**

2. All communications relating to this RFP must be directed to the DHH RFP Coordinator person named above. All communications between Proposers and other DHH staff members concerning this RFP shall be strictly prohibited. Failure to comply with these requirements shall result in proposal disqualification.
3. This RFP is available in PDF at the following web links:  
<http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>  
<http://new.dhh.louisiana.gov/index.cfm/newsroom/category/47>

### B. Proposer Inquiries

1. The Department will consider written inquiries regarding the requirements of the RFP or Scope of Services to be provided 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 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 specified in the Schedule of Events to the following web link:  
<http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>  
May also be posted at:  
<http://new.dhh.louisiana.gov/index.cfm/newsroom/category/47>
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.

### C. Pre-Proposal Conference

Not required for this RFP

## D. Schedule of Events

DHH reserves the right to deviate from this Schedule of Events

<b>Schedule of Events</b>	
<b>Public Notice of RFP</b>	<b>Monday December 8, 2014</b>
<b>Deadline for Receipt of Written Questions</b>	<b>Monday December 15, 2014</b>
<b>Response to Written Questions</b>	<b>Friday December 19, 2014</b>
<b>Deadline for Receipt of Written Proposal</b>	<b>4:00pm CT Wednesday January 14, 2015</b>
<b>Contract Award Announced</b>	<b>Tuesday January 20, 2015</b>
<b>Contract Begins</b>	<b>February 1, 2015</b>

## III. SCOPE OF WORK

### A. Project Overview

1. The contractor shall provide the Louisiana WIC Program with a catalyst for the goal of improving the overall breastfeeding initiation and duration rates throughout Louisiana. The focus of this contract shall be to assist WIC state and local agencies with implementing an evidence-based peer counseling program.

The contractor shall encourage breastfeeding moms to maintain contact with the appropriate WIC Program clinic staff and will provide referrals to helpful sources such as healthcare professionals, breastfeeding warm line, and La Leche League (an organization that helps mothers worldwide to breastfeed). Breastfeeding Peer Counselors will be required to successfully complete training developed by the Louisiana WIC Program prior to providing the counseling. The Breastfeeding Peer Counselors will receive WIC Program supervision from the Regional Peer Counselor Coordinator/Supervisor and the WIC State Breastfeeding Coordinator.

2. The training and technical assistance project, "Using Loving Support to Implement Best Practices in Peer Counseling™," was launched nationally in 2004 with the goal of equipping WIC Programs with a framework for designing and maintaining peer counseling programs. Combining peer counseling with on-going breastfeeding promotion efforts in WIC agencies around the country has the potential to impact breastfeeding rates among WIC participants, and, most significantly, increase the harder to achieve breastfeeding duration rates.



3. Key elements of this project include formative research to understand barriers and motivators to implementing and sustaining peer counseling programs and to identify training needs. Details of this research can be found in Final Research Brief available at the WIC Works website: Identification of best practices, development of Loving Support™ Model for successful peer counseling programs, and development of two training curricula for WIC staff. [http://www.nal.usda.gov/wicworks/Learning\\_Center/support\\_peer.html](http://www.nal.usda.gov/wicworks/Learning_Center/support_peer.html)
4. Recognizing the need to improve breastfeeding rates among our WIC participants, “Using Loving Support to Implement Best Practices in Peer Counseling™” was introduced into the Louisiana WIC Program in 2005. Policy and protocols were developed and the WIC Breastfeeding Peer Counseling Program continued to grow and develop statewide. WIC participants have access to a WIC breastfeeding peer counselor during their pregnancy and throughout their breastfeeding experience, and through services providing breastfeeding education and support. The Contractor shall provide services in all nine urban and multiple communities designated by DHH/OPH.

## **B. Deliverables**

1. The contractor shall enroll participants in the breastfeeding peer counseling program, assist and counsel prenatal and breastfeeding moms and encourage them to maintain contact with the appropriate WIC Program clinic staff, and also provide referrals to helpful sources such as health care professionals, breastfeeding warm line, International Board Certified Lactation Consultants (IBCLC), physicians, etc.
2. The contractor shall contact participants according to the following schedule:
  - a. Monthly while pregnant, more often as due date approaches
  - b. Two to three days initially after birth
  - c. Weekly from birth to the first month of age
  - d. Monthly from one month of age to 6 months of age
  - e. Participant to call peer counselor after 6 months if necessary
  - f. Follow up on any problem within 24 hours
  - g. More frequently around times of early weaning, such as time surrounding the mother’s return to work or school
3. **Performance Indicators**
  - a. The contractor shall obtain prenatal and breastfeeding referrals from WIC clinics and community partners weekly.
  - b. The contractor shall attempt to contact each prenatal and breastfeeding participant to enroll in program by calling listed telephone numbers
  - c. The contractor shall attempt to obtain a more current telephone number if not reachable by original telephone number provided
  - d. The contractor shall document attempted phone contacts.
  - e. The contractor shall provide telephone counseling and support on a weekly or bi-weekly basis in the form of one-on-one counseling or as a facilitated group support discussion.
  - f. The contractor shall complete and submit Program activity report monthly to LA WIC State Breastfeeding Coordinator.
  - g. The contractor shall submit detailed monthly invoices to the LA WIC Program, State Breastfeeding Coordinator for expenses incurred. Invoices will be accompanied by reports documenting Breastfeeding Peer Counselor encounters, along with Peer Counselors, Peer Counselor Supervisors and Peer Counselor Coordinator for contractor selected time and attendance records, travel, trainings, etc.

#### **4. Monitoring Plan**

LA WIC State Breastfeeding Coordinator or designee shall implement the following to evaluate and monitor contractor's progress:

- a. Review and evaluate the Monthly Activity Report for compliance and completion of the written deliverables in this document.
- b. Review and evaluate monthly fiscal statements for accuracy and current financial status.
- c. Review and evaluate quarterly reports and the Annual Report.
- d. Monitor the submission of all the above reports.
- e. Conduct site visits and evaluation on a quarterly basis.

#### **5. Reporting Requirements**

The contractor shall:

- a. Make available to State WIC staff for review, upon request, documentation of supervision of peer staff, meetings with and training for breastfeeding support staff, periodic follow-up calls or visits by the supervisor and documentation of contacts made by peer staff. Support the goals and development of the WIC Peer Program by providing evaluation of and feedback about the program.
- b. Complete and submit progress reports annually and evaluation annually as requested by the State or USDA, including, but not limited to any required contracts or similar agreements; the number of peers and participants served; updates about the peer program; and a final summary to include comments from peers, participants and WIC staff, recommendations for others who are interested in peer breastfeeding support, and a summary of breastfeeding rates.

#### **6. Target Population and Service Area**

The target population for this program and services requested in this RFP shall include pregnant and breastfeeding WIC participants interested in receiving additional support from the standard support provided WIC. This shall include support outside of usual WIC hours and days of operation. WIC services shall be provided in all 64 parishes throughout approximately 106 parish health units and contract clinic sites.

#### **7. BFPC Program**

BFPC program must follow Loving Support model or utilize the WIC-WORKS on-line BFPC modules prior to BFPC staff initiating counseling with mothers. The Contractor shall:

- a. Mentor new Breastfeeding Peer Counselors by providing guidance, resources, training and support as the Breastfeeding Peer Counselor grows in her skills
- b. Provide Breastfeeding Peer Counseling training opportunities for continuing education requirements as noted in the Loving Support through Peer Counseling training guide.

#### **8. Staffing Requirements**

##### **a. General**

The Contractor shall provide the following:

- i. Program staffing levels and credentials must comply with program requirements identified below and be commensurate with meeting the program goals, anticipated outcomes, and activities/strategies for service delivery appropriate to the proposed project. The contractor must provide an organizational chart for the staff employed by or supporting the BFPC services that clearly shows the line of authority.
- ii. All staff involved in implementing the WIC BFPC program will review background materials on peer counseling support, including the materials from the latest USDA training. Materials are available from the State WIC Program.

- iii. The contractor shall use the FNS “Loving Support through Peer Counseling” training curriculum for providing peer counseling training. Documentation of initial and ongoing training must be maintained and made available for review. The FNS “Loving Support through Peer Counseling” training curriculum is available through the State WIC Program.
- iv. The contractor shall submit resumes, proof of credentials International Board Certified Lactation Consultant (IBCLC), Certified Lactation Counselor (CLC)) and position descriptions for all BFPC program staff that reflect the structure of the BFPC program. At a minimum, positions shall include BFPC Supervisor, BFPC(s) and IBCLC as described below.

**b. Requirements for specific positions:**

**i. WIC Breastfeeding Peer Counselor**

**General Description:**

A WIC Breastfeeding Peer Counselor shall be a paraprofessional support person who gives basic breastfeeding information and encouragement to WIC pregnant and breastfeeding mothers.

**Qualifications:**

**The Contractor shall provide a Peer Counselor who:**

- Has breastfed at least one baby (does not have to be currently breastfeeding).
- Is enthusiastic about breastfeeding and wants to help other mothers enjoy a positive experience.
- Can work about 15 hours a week.
- Has a telephone and is willing to make phone calls from home.
- Has reliable transportation.

**Training:**

**The Peer Counselor shall:**

- Attend a series of breastfeeding classes. Nursing babies up to 6 months shall be welcomed.
- Observe other peer counselors or breastfeeding experts helping mothers’ breastfeed.
- Read assigned books or materials about breastfeeding.

**Supervision:**

The peer counselor shall be supervised by the Regional Breastfeeding Peer Counselor Coordinator

**Specific Duties:**

The WIC Peer Counselor shall:

1. Attend breastfeeding training classes to become a peer counselor.
2. Receive a caseload of WIC mothers and makes routine periodic contacts with all mothers assigned.
3. Give basic breastfeeding information and support to new mothers, including telling them about the benefits of breastfeeding, overcoming common barriers, and getting a good start with breastfeeding. She also shall help mothers prevent and handle common breastfeeding concerns.
4. Counsel women in the WIC Clinic.
5. Be available outside the usual 8 to 5 working schedule to new mothers who are having breastfeeding problems.
6. Respect each mother by keeping her information strictly confidential.
7. Keep accurate records of all contacts made with WIC mothers.
8. Refer mothers, according to program-established protocols, to:
  - WIC Nutritionist or breastfeeding coordinator
  - Lactation consultant
  - Mother's physician or nurse
  - Public health programs in the community
  - Social service agencies
9. Attend and assist with prenatal classes and breastfeeding support groups.
10. Attend monthly staff meetings and breastfeeding conferences/workshops yearly as appropriate.
11. Read assigned books and materials on breastfeeding that are provided by the supervisor.
12. Assist WIC staff in promoting breastfeeding peer counseling through special projects and duties as assigned.

**ii. Peer Counseling Program Administrative Assistant****General Description:****The Administrative Assistant shall:**

Perform administrative support activities requiring a high degree of dependability, accuracy, and confidentiality, such as maintaining paper files, copying, gathering, scanning, and uploading documents into electronic files/data bases; working in central records database; processing mail and incoming faxes; and other duties as required and assigned by supervisor.

**Minimum Qualifications for the position:****The Administrative Assistants shall have the following minimum qualifications:**

- High School Diploma
- Proficiency in Microsoft Excel, Word, Publisher and Outlook
- Excellent Oral and Written communication
- Organizational skills

**Experience:****The Administrative Assistants will have the following experience:**

Two or more year's comparable administrative experience.

**Supervision:**

The administrative assistant shall be supervised by the Statewide Breastfeeding Peer Counselor Manager.

**Specific Duties:****The Administrative Assistant:**

Shall perform administrative support activities such as maintain program participant files and documentation, copying, gathering, scanning, and uploading documents into electronic files/data bases; work in PHAME central records database;

Shall utilize and maintain office equipment, supplies and machinery as appropriate, process mail and incoming faxes and other duties as required and assigned by supervisor.

Shall process and maintain UPS shipments and records.

**iii. Breastfeeding Peer Counselor Manager**

This position will work with and report directly to the LA WIC State Breastfeeding Coordinator.

The Manager:

- Shall assist the WIC State Breastfeeding Coordinator in establishing goals and objectives as well as policies to be implemented statewide.
- Shall recruit and interview potential Regional PCC Supervisors and Peer Counselors along with assistance of local or regional WIC staff and the WIC State Breastfeeding Coordinator.
- Shall provide training for Regional PCC Supervisors and local agency peer counselors with assistance as necessary from the WIC State Breastfeeding Coordinator or current Regional PCC Supervisors.
- Shall mentor Regional Peer Counselor Supervisors by providing routine follow-up guidance on an ongoing basis.
- Shall ensure that peer counselors and supervisors are participants in regularly scheduled nutrition education quarterly meetings conducted by the State Regional Nutritionist.
- Shall participate as a BFPC program liaison when possible in quarterly meetings conducted by State Regional Nutritionist and other breastfeeding meetings in the community.
- Shall conduct unannounced spot checks of peer counseling activities in the regions.
- Shall receive weekly check in with Peer Counselor Coordinators and report to the WIC State Breastfeeding Coordinator of PCC's schedules.
- Shall review work submitted by Peer Counselor Supervisor and report weekly to the WIC State Breastfeeding Coordinator any outstanding work not submitted.

- Shall receive and process referrals from Community Partners and distribute to assigned Regional Peer Counselor Supervisors and/or peer counselors throughout the state.
- Shall network with Community Partners statewide to promote referral system for pregnant and breastfeeding women.
- Shall maintain data from various contact reports and create appropriate graphs and reports for the WIC State Breastfeeding Coordinator.
- Shall receive, review for accuracy, process and submit Travel Reimbursements for the Peer Counseling Program.
- Shall works collaboratively with the WIC State Agency Breastfeeding Coordinator and Peer Counselor Supervisors in order to assess and determine necessary program enhancements.

**iv. Regional Peer Counselor Coordinator**  
**The Coordinator:**

- Shall hold PC Meetings for assigned Regions on alternate months. PC Meetings shall be scheduled the first week of the month.
  - a. Agendas for meeting will be given to Peer Counselors and original turned in to the Breastfeeding Peer Counselor Manager by the 10<sup>th</sup> of the month after the meeting.
  - b. Sign in Sheets will be provided at each Peer Counselor meeting and the original turned in to the Breastfeeding Peer Counselor Manager by the 10<sup>th</sup> of the month after the meeting.
  - c. A copy of the Agenda and Sign in Sheet will be submitted along with the PCC timesheet that corresponds with the pay period. Failure to submit a copy of the Agenda and Sign in Sheet with timesheet will result in the hours deducted from the pay period.
- Shall provide sign in Sheets will be provided for every PC Meeting, Support Group Meetings and/or trainings. Original sign in sheets will be turned in to the Breastfeeding Peer Counselor Manager by the 10<sup>th</sup> of the month after the meetings, trainings or functions.
- Shall provide an Educational Component at every PC Meeting and the education component will be included on the meeting Agenda. The learning experience shall apply to the Peer Counselor Program. Topics of discussion can be obtained from the PC Monthly report, reviewing the Breastfeeding Policy, learning how the three breast pumps work that WIC offers and so on.
- Shall network with the Regional Nutritionist, BF Coordinators and support staff at the WIC Clinics. When feasible and approved by the Breastfeeding Peer Counselor Manager, PCC's will visit with the WIC clinics, attend Quarterly Nutrition Meetings.
- Shall Network with community resources and provide PCs with resources outside the WIC parameter.
- Shall attend Breastfeeding Coalition meetings in designated Regions when asked to attend.
- Shall review Biweekly PC timesheets before submission for corrections, work efficiency and assigned hours.
  - a. Appointments will not be scheduled on a payroll submission day, unless authorized by the Breastfeeding Peer Counselor Manager.

- b. Faxing, scanning/emailing or use of Drop box shall be the preferred method to receive timesheets.
  - c. Timesheets shall be on the computer version, or an original timesheet. Original timesheets will be provided and stored at the headquarters office on Wooddale Blvd. No PCC or PC shall make copies of the timesheets and distribute.
  - d. PCC will inform all PC employees that timesheets will be submitted in blue or black ink, unless timesheets are typed. No gel pens, pencils or marker type pens shall be used. An original signature must appear at the bottom of the time sheet. NO COMPUTER GENERATED SIGNATURES shall be accepted.
- Shall conduct monthly Q & A on 10% Peer Counselor Referrals and PCC Roster Referral Labels.
  - a. Completed and original Q & A will be submitted to Breastfeeding Peer Counselor Manager by the 10th of the following month
  - b. Q & A's shall be verification of the Peer Counselor's work and shall be used as an evaluation tool.
  - c. PCC Monthly reports will be submitted to the Breastfeeding Peer Counselor Manager on the 15th of every week. They shall be scanned and emailed, faxed or blind copy or placed in Drop box after completion to the Breastfeeding Peer Counselor Manager.
- Shall use PCC timesheets to reflect all work performed during a pay period. Working hours shall be as follows:
  - a. PCC hours shall be 32 hours a week to be worked during a 5 day period. No work day will exceed 7 hours except for special trainings or conferences.
  - b. Any hours above the 32 hours will need to be approved in writing by the Breastfeeding Peer Counselor Manager prior to working more hours.
  - c. PCC scheduled to work at assigned Health Units will be allowed to work 7 hours maximum at the clinic.
- PCC Travel time
  - a. PCC will be reimbursed for travel for PC quarterly meetings to be held at sites central to all peer counselors in the region.
  - b. One on One meeting shall be held as needed after consultation with Breastfeeding Peer Counselor Manager.
    - The meeting date shall be decided by the Peer Counselor Coordinator not the Peer Counselor.
    - PCC will schedule one on one meeting in the most time and cost efficient manner. Such as, encourage scheduling 2 PCs within a day.
    - One on One meeting should be no more than 45 minutes to 1 hour depending on the caseload of the Peer Counselor. Any hours required over 1 hour will need to be approved in writing by the Breastfeeding Peer Counselor Manager prior to holding the meeting.
- PCC shall keep updated information regarding clinic closures, phone numbers, and breastfeeding coordinators on assigned Regions.
- Program Updates
  - a. Any program updates received from the Breastfeeding Peer Counselor Manager will be distributed to the Peer Counseling staff immediately.
  - b. Any changes the PCC would implement will be discussed with the Breastfeeding Peer Counselor Manager for approval prior to making any changes.
- PCC Weekly check-in shall be mandatory.
  - a. PCC will notify Breastfeeding Peer Counselor Manager via email or telephone only for work week plans.

- b. If PCC will be away from office during a timesheet submission date, Breastfeeding Peer Counselor Manager will be notified immediately.
- c. When the PCC is out of the office for an extended period of time, the Breastfeeding Peer Counselor Manager will act in place of the PCC until she returns.

#### **9. Transition Plan:**

In the event that a different contractor is awarded the Contract that results from a future RFP, there will be a transition period. The Transition Period will begin after the new Contractor and DHH sign the contract and continue through the contract start date. All costs incurred during the Transition Period shall be the responsibility of the contractor. The contractor shall submit, at no extra charge, a transition/takeover plan which outlines the procedures and timelines to ensure continuity of services in the event of contract termination or award of the contract to another contractor. The transition/takeover plan must include procedures that shall, at a minimum, comply with the following stipulations:

- i. Upon completion of the contract or, if terminated earlier, all records, reports, worksheets, or any other pertinent materials related to the execution of the contract will become the property of DHH;
  - ii. In the event of contract termination, the contractor shall transfer all data to DHH or new contractor within the agreed upon time frame;
  - iii. The transition/takeover plan must be adhered to within thirty (30) days of written notification from DHH unless other appropriate timeframes have been mutually agreed upon by both the contractor and DHH.
- a. The Contractor shall be responsible for all initial and recurring costs required for access to DHH systems. These costs shall include, but shall not be limited to, hardware, software, licensing, and authority/permission to utilize any patents, annual maintenance, support, and connectivity with DHH.
  - b. The Contractor shall have overall responsibility for the timely and successful completion of each of the Transition Period tasks as determined by the DHH contract monitor.
  - c. The Contractor shall be responsible for clearly specifying and requesting information needed from DHH and other DHH contractors in a manner that does not delay the schedule of work to be performed.

#### **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. The Department may also delay the assessment of liquidated damages if it is in the best interest of the Department to do so. The Department may give notice to the Contractor of a failure to meet performance standards but delay the assessment of liquidated damages in order to give the Contractor an opportunity to remedy the deficiency; if the Contractor subsequently fails to remedy the deficiency to the satisfaction of the Department, DHH may reassert the assessment of liquidated damages, even following contract termination.



- a. Late submission of any required report - \$50 per working day, per report.
  - b. 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.
  - c. Failure to maintain all client files and perform all file updates according to the requirements in the contract, as evidenced in client files when reviewed during monitoring site visit - \$100 per client.
  - 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**

1. 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.
2. 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 will be required to transmit all non-proprietary data which is relevant for analytical purposes to DHH on a regular schedule in XML format. Final determination of relevant data will be made by DHH based on collaboration between both parties. The schedule for transmission of the data will be established by DHH and will be dependent on the needs of the Department related to the data being transmitted. XML files for this purpose will be transmitted via SFTP to the Department. Any other data or method of transmission used for this purpose must be approved via written agreement by both parties.

- The contractor shall be responsible for procuring and maintaining hardware and software resources which are sufficient to successfully perform the services detailed in this RFP.
- The contractor shall adhere to state and federal regulations and guidelines as well as industry standards and best practices for systems or functions required to support the requirements of this RFP.
- The contractor shall clearly identify any systems or portions of systems outlined in the proposal which are considered to be proprietary in nature.
- Unless explicitly stated to the contrary, the contractor shall be responsible for all expenses required to obtain access to DHH systems or resources which are relevant to successful completion of the requirements of this RFP. The contractor shall also be responsible for expenses required for DHH to obtain access to the Contractor's systems or resources which are relevant to the successful completion of the requirements of this RFP. Such expenses shall be inclusive of hardware, software, network infrastructure and any licensing costs.

- Any confidential information must be encrypted to FIPS 140-2 standards when at rest or in transit.
- Contractor owned resources must be compliant with industry standard physical and procedural safeguards (NIST SP 800-114, NIST SP 800-66, NIST 800-53A, ISO 17788, etc.) for confidential information (HITECH, HIPAA part 164)
- Any contractor use of flash drives or external hard drives for storage of DHH data must first receive written approval from the Department and upon such approval shall adhere to FIPS 140-2 hardware level encryption standards.
- All contractor utilized computers and devices must:
  - Be protected by industry standard virus protection software which is automatically updated on a regular schedule.
  - Have installed all security patches which are relevant to the applicable operating system and any other system software.
  - Have encryption protection enabled at the Operating System level.

## **F. Subcontracting**

The State shall have a single prime contractor as the result of any contract negotiation, and that prime contractor shall be responsible for all deliverables specified in the RFP and proposal.

1. Unless provided for in the contract with the State, the prime contractor shall not contract with any other party for any of the services herein contracted without the express prior written approval of the Department.
2. For subcontractor(s), before commencing work, the contractor will provide letters of agreement, contracts or other forms of commitment which demonstrate that all requirements pertaining to the contractor will be satisfied by all subcontractors through the following:
  - a. The subcontractor(s) will provide a written commitment to accept all contract provisions.
  - b. 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. Compliance With Civil Rights Laws**

1. The contractor agrees to abide by the requirements of the following as applicable: Title VI and Title VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Act of 1975, and contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990.
2. Contractor agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, national origin, veteran status, political affiliation, or disabilities. Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of this contract.

## **H. Insurance Requirements**

### **1. Contractor's Insurance**

The Contractor shall not commence work under this contract until it has obtained all insurance required herein, including but not limited to Automobile Liability Insurance, Workers' Compensation Insurance and General Liability Insurance. 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' written notice in advance to the Department and consented to by the Department in writing and the policies shall so provide.

### **2. Workers' 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 of 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 Contractor 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.

## I. Resources Available to Contractor

The DHH Center for Community and Preventive Health/Nutrition Services 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.

## J. Contract Monitor

All work performed by the contract will be monitored by the WIC State Breastfeeding Coordinator or designee:

Aledia N. Williams, MS RD LDN CLC  
 Department of Health and Hospitals  
 WIC State Breastfeeding Coordinator  
 DHH/Office of Public Health  
 Nutrition Services

## K. Term of Contract

1. The contract shall commence on or near the date approximated in the Schedule of Events. The initial term of this contract shall be three (3) years. With all proper approvals and concurrence with the successful contractor, agency may also exercise an option to extend for up to twenty-four (24) additional months at the same rates, terms and conditions of the initial contract term. Prior to the extension of the contract beyond the initial 36 month term, approval by the Joint Legislative Committee on the Budget (JLCB) or other approval authorized by law shall be obtained. Such written evidence of JLCB approval shall be submitted, along with the contract amendment to the Office of Contractual Review (OCR) to extend contract terms beyond the initial 3 year term.
2. No contract/amendment shall be valid, nor shall the state be bound by the contract/amendment, until it has first been executed by the head of the using agency, or his designee, the contractor and has been approved in writing by the director of the Office of Contractual Review. Total contract term, with extensions, shall not exceed five (5) years. The continuation of this contract is contingent upon the appropriation of funds by the legislature to fulfill the requirements of the contract.

## L. Payment Terms

1. 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 WIC State Breastfeeding Coordinator or designee. Continuation of payment is dependent upon available funding.
2. Payments will be made to the Contractor after written acceptance by the Department of Health and Hospitals of the payment task and approval of an invoice. DHH will make every reasonable effort to make payments within **30 calendar days** of the approval of invoice and under a valid contract. Such payment amounts for work performed must be based on at least equivalent services rendered, and to the extent practical, will be keyed to clearly identifiable stages of progress as reflected in written reports submitted with the invoices. Contractor will not be

paid more than the maximum amount of the contract. The availability of federal funds shall not exceed \$2,746,399.00 per 3 year period.

## **IV. 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. Code of Ethics**

1. The contractor acknowledges that Chapter 15 of Title 42 of the Louisiana Revised Statutes (R.S. 42:1101 et. seq., Code of Governmental Ethics) applies to the Contracting Party in the performance of services called for in this contract. The contractor shall agree to immediately notify the state if potential violations of the Code of Governmental Ethics arise at any time during the term of this contract.
2. Proposers shall be responsible for determining that there will be no conflict or violation of the Ethics Code if their company is awarded the contract. The Louisiana Board of Ethics shall be the only entity which can officially rule on ethics issues. Notwithstanding, any potential conflict of interest that is known or should reasonably be known by a proposer as it relates to the RFP should be immediately reported to the Department by proposer.

### **D. Rejection and Cancellation**

Issuance of this solicitation does not constitute a commitment by DHH to award a contract or contracts or to enter into a contract after an award has been made. The Department reserves the right to take any of the following actions that it determines to be in its best interest:

1. Reject all proposals received in response to this solicitation;
2. Cancel this RFP; or
3. Cancel or decline to enter into a contract with the successful proposer at any time after the award is made and before the contract receives final approval from the Division of Administration, Office of Contractual Review.
4. In accordance with the provisions of R.S. 39:2192, 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 following provisions of the Louisiana Revised Statutes of 1950 governing public contracts: Title 38, Chapter 10 (public contracts); Title 39, Chapter 16 (professional, personal, consulting, and social services procurement); or Title 39, Chapter 17 (Louisiana Procurement Code).

## **E. Contract Award and Execution**

1. The Secretary of DHH reserves the right to:
  - a. Make an award without presentations by proposers or further discussion of proposals received.
  - b. To enter into a contract without further discussion of the proposal submitted based on the initial offers received.
  - c. Contract for all or a partial list of services offered in the proposal.
2. The RFP and proposal of the selected Proposer shall become part of any contract initiated by the State.
3. The selected Proposer shall be expected to enter into a contract that is substantially the same as the sample contract included in Attachment III. In no event shall a Proposer submit its own standard contract terms and conditions as a response to this RFP. The Proposer should submit with its proposal any exceptions or exact contract deviations that its firm wishes to negotiate. Negotiations may begin with the announcement of the selected Proposer.
4. If the contract negotiation period exceeds 10 business days or if the selected Proposer fails to sign the final contract within 10 business days of delivery, the State may elect to cancel the award and award the contract to the next-highest-ranked Proposer.

## **F. 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. All assignments must be approved of by the Department.

## **G. Determination of Responsibility**

Determination of the proposer's responsibility relating to this RFP shall be made according to the standards set forth in LAC 34: 136. The State must find that the selected proposer:

1. Has adequate financial resources for performance, or has the ability to obtain such resources as required during performance;
2. Has the necessary experience, organization, technical qualifications, skills, and facilities, or has the ability to obtain them;
3. Is able to comply with the proposed or required time of delivery or performance schedule; Has a satisfactory record of integrity, judgment, and performance; and
4. Is otherwise qualified and eligible to receive an award under applicable laws and regulations. Proposers should ensure that their proposals contain sufficient information for the State to make its determination by presenting acceptable evidence of the above to perform the contracted services.

## **H. Proposal and Contract Preparation Costs**

The proposer assumes sole responsibility for any and all costs and incidental expenses associated with the preparation and reproduction of any proposal submitted in response to this RFP. The proposer to which the contract is awarded assumes sole responsibility for any and all costs and incidental expenses that it may incur in connection with: (1) the preparation, drafting or negotiation of the final contract; or (2) any activities that the proposer may undertake in

preparation for, or in anticipation or expectation of, the performance of its work under the contract before the contract receives final approval from the Division of Administration, Office of Contractual Review. The proposer shall not include these costs or any portion thereof in the proposed contract cost. The proposer is fully responsible for all preparation costs associated therewith even if an award is made but subsequently terminated by the Department.

#### **I. Errors and Omissions**

The Department reserves the right to make corrections due to minor errors of proposer identified in proposals by the Department or the proposer. The Department, at its option, has the right to request clarification or additional information from proposer.

#### **J. 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.

#### **K. Procurement Library/Resources Available To Proposer**

Relevant material has been included as attachments to this RFP.

Additional information can be accessed at the following links:

<http://www.dhh.louisiana.gov/index.cfm/page/942>

<http://www.fns.usda.gov/fns/>

#### **L. 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 shall submit one (1) original hard copy (The Certification Statement must have original signature signed in ink) and should submit one (1) electronic copy (cd or flash drive) of the entire proposal and six (6) hard copies of the proposal. Proposer should provide one electronic copy of the Redacted (cd or flash drive). No facsimile or emailed proposals will be accepted. The cost proposal and financial statements shall be submitted separately from the technical proposal; however, for mailing purposes, all packages may be shipped in one container.
3. Proposals must be submitted via U.S. mail, courier or hand delivered to:

##### **If courier mail or hand delivered:**

Shera Gardner  
Department of Health and Hospitals  
OPH Nutrition Services  
628 N 4<sup>th</sup> Street, 8th Floor  
Baton Rouge, LA 70802

**If delivered via US Mail:**

Shera Gardner  
 Department of Health and Hospitals  
 OPH Nutrition Services  
 P.O. Box 1526  
 Baton Rouge, LA 70821-1526

**M. Proprietary and/or Confidential Information**

1. Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any material within a proposal identified as such must be clearly marked in the proposal and will be handled in accordance with the Louisiana Public Records Act, R.S. 44:1-44 and applicable rules and regulations. Any proposal marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.
2. Proposers are reminded that cost proposals will not be considered confidential under any circumstance and that protections for technical proposals must be claimed by the proposer at the time of submission of its technical proposal.

**N. 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.

**O. Requested Proposal Outline:**

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

**P. Proposal Content****1. Quality And Timeliness**

Proposals should include information that will assist the Department in determining the level of quality and timeliness that may be expected. The Department shall determine, at its sole discretion, whether or not the RFP provisions have been reasonably met. The proposal should describe the background and capabilities of the proposer, give details on how the services will be provided, and shall include a breakdown of proposed costs. Work samples may be included as part of the proposal.

**2. Assume Complete Responsibility**

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. Approach

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 III. Proposer should clearly outline the solution's technical approach as it relates to service oriented architecture. Details should include a description of capability and potential strategy for integration with future DHH wide enterprise components as they are established, specifically making use of an enterprise service bus for managing touch points with other systems, integration with a master data management solution and flexibility to utilize a single identity and access management solution.

### 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 Center for Community and Preventive Health/Nutrition Services 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 Administrative 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.
  - ix. Veteran/Hudson Initiative: Proposer should demonstrate participation in Veteran Initiative and Hudson Initiative Small Entrepreneurships or explanation if not applicable. (See Attachment I)
- d. The following information ***must*** be included in the proposal:
  - i. Certification Statement: The proposer must sign and submit an original Certification Statement (See Attachment II).

## 5. Work Plan/Project Execution

The proposer should articulate an understanding of, and ability to effectively implement services as outlined within Section III of the RFP. In this section the proposer should state the approach it intends to use in achieving each objective of the project as outlined, including a project work plan and schedule for implementation. In particular, the proposer should:

- 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 III.
- 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, include specific designations of the tasks to be performed by the subcontractor. The State shall have a single prime contractor as the result of any contract negotiation, and that prime contractor shall be responsible for all deliverables specified in the RFP and proposal. This general requirement notwithstanding, proposers may enter into subcontractor arrangements, however, should acknowledge in their proposals total responsibility for the entire contract.

- o.** If the proposer intends to subcontract for portions of the work, the proposer should identify any subcontractor relationships and include specific designations of the tasks to be performed by the subcontractor. Information required of the proposer under the terms of this RFP shall also be required for each subcontractor. The prime contractor shall be the single point of contact for all subcontract work.
- p.** 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 proposer's firm has a record of prior successful experience in the 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 should be in sufficient detail to allow an adequate evaluation by the Department. The proposer should have, within the last 24 months implemented a similar type project. Proposers should give at least two customer references for projects implemented in at least the last 24 months. References should include the name, email address and telephone number of each contact person.
- 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**

1. 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.
2. 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 V) for each year of the contract to demonstrate how cost was determined. Proposers must complete a cost proposal in the following format or a similar format to be considered for award. Failure to provide pricing as requested will result in the disqualification of the proposal.

### **Q. Waiver of Administrative Informalities**

The Department of Health and Hospitals reserves the right, at its sole discretion, to waive minor administrative informalities contained in any proposal.

### **R. Withdrawal of Proposal**

A proposer may withdraw a proposal that has been submitted at any time up to the date and time the proposal is due. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the RFP Coordinator

## V. EVALUATION AND SELECTION

### A. 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 Office of the Secretary, Division of Fiscal Management
3. Scoring will be based on a possible total of **100** points. The proposal with the highest total score will be recommended for award.
4. **Cost Evaluation:**
  - a. The proposer with the lowest total cost for all 3 years shall receive 25 points. Other proposers shall receive points for cost based upon the following formula:

$$CCS = (LPC/PC) * 25$$

**CCS** = Computed Cost Score (points) for proposer being evaluated

**LPC** = Lowest Proposal Cost of all proposers

**PC** = Individual Proposal Cost

- b. The assignment of the 25 points based on the above formula will be calculated by a member of the DHH Contracts Office staff.
5. **Hudson/Veteran Small Entrepreneurship Program**
  - a. Ten percent (10%) of the total evaluation points on this RFP are reserved for proposers who are themselves a certified Veteran or Hudson Initiative small entrepreneurship or who will engage the participation of one or more certified Veteran or Hudson Initiatives small entrepreneurs as subcontractors.
  - b. **Proposer Status and Reserved Points:**  
Reserved points shall be added to the applicable proposers' evaluation score as follows:
    - i. Proposer is a certified small entrepreneurship: Full amount of the reserved points
    - ii. Proposer is not a certified small entrepreneurship but has engaged one or more certified small entrepreneurs to participate as subcontractors or distributors. Points will be allocated based on the following criteria:
      - The number of certified small entrepreneurs to be utilized
      - The experience and qualifications of the certified small entrepreneurship(s)
      - The anticipated earnings to accrue to the certified small entrepreneurship(s)

### 6. Evaluation Criteria and Assigned Weights

Proposals that pass the preliminary screening and mandatory requirements review will be evaluated based on information provided in the proposal. The evaluation will be conducted according to the following.

Evaluation Criteria	Assigned Weight
Introduction/Understanding of RFP	5
Work Plan/Project Execution	20
Corporate Experience	15
Qualification of Personnel	20
Financial Statements	5
Cost	25
Veteran and Hudson Initiatives	10
<b>Total</b>	<b>100</b>

#### B. On Site Presentation/Demonstration

Not required for this RFP

#### C. Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team, to be designated by the Department, which will determine the proposal most advantageous to the Department, taking into consideration cost and the other evaluation factors set forth in the RFP.

#### D. Administrative and Mandatory Screening

All proposals will be reviewed to determine compliance with administrative and mandatory requirements as specified in the RFP. Proposals that are not in compliance will be excluded from further consideration.

#### E. Clarification of Proposals

The Department reserves the right to seek clarification of any proposal for the purpose of identifying and eliminating minor irregularities or informalities, including resolving inadequate proposal content, or contradictory statements in a proposer's proposal.

#### F. Announcement of Award

1. The Evaluation Team will compile the scores and make a recommendation to the head of the agency on the basis of the responsive and responsible proposer with the highest score.
2. The State will notify the successful Proposer and proceed to negotiate terms for final contract. Unsuccessful proposers will be notified in writing accordingly.
3. The proposals received (*except for that information appropriately designated as confidential in accordance with R.S. 44.1 et seq*), selection memorandum along with list of criteria used along with the weight assigned each criteria; scores of each proposal considered along with overall scores of each proposal considered, and a narrative justifying selection shall be made available, upon request, to all interested parties after the "Notice of Intent to Award" letter has been issued.
4. Any Proposer aggrieved by the proposed award has the right to submit a protest in writing to the head of the agency issuing the proposal within **14 calendar days** after the award has been announced by the agency.
5. The award of a contract is subject to the approval of the Division of Administration, Office of State Procurement.

## VI. SUCCESSFUL CONTRACTOR REQUIREMENTS

### A. Confidentiality of Data

1. All financial, statistical, personal, technical and other data and information relating to the State's operation which are designated confidential by DHH and made available to the contractor in order to carry out this contract, or which become available to the contractor in carrying out this contract, shall be protected by the contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to DHH. The identification of all such confidential data and information as well as DHH's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by DHH in writing to the contractor. If the methods and procedures employed by the contractor for the protection of the contractor's data and information are deemed by DHH to be adequate for the protection of DHH's confidential information, such methods and procedures may be used, with the written consent of DHH, to carry out the intent of this paragraph. The contractor shall not be required under the provisions of the paragraph to keep confidential any data or information which is or becomes publicly available, is already rightfully in the contractor's possession, is independently developed by the contractor outside the scope of the contract, or is rightfully obtained from third parties.
2. Under no circumstance shall the contractor discuss and/or release information to the media concerning this project without prior express written approval of the ***Department of Health and Hospitals***.

### B. Taxes

Contractor is responsible for payment of all applicable taxes from the funds to be received under this contract

### C. Fund Use

Contractor agrees not to use contract proceeds to urge any elector to vote for or against any candidate or proposition on an election ballot nor shall such funds be used to lobby for or against any proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority. This provision shall not prevent the normal dissemination of factual information relative to a proposition on any election ballot or a proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority.

## VII. CONTRACTUAL INFORMATION

### A. Contract

The contract between DHH and the Contractor shall include the standard DHH contract form CF-1 (Attachment III) 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. In addition to the 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 shall 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 first priority to provisions of the contract excluding the RFP and the proposal; second priority to the provisions of the RFP and its amendments and addenda; and third priority to the provisions of the proposal.

**4. Entire Agreement**

This contract, together with the RFP and its amendments 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. Corporation Requirements**

If the contractor is a corporation, the following requirements must be met prior to execution of the contract:

- a. If the contractor is a for-profit corporation whose stock is not publicly traded, the contractor shall ensure that a disclosure of ownership form has been properly filed with the Secretary of State of Louisiana.
- 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 Department 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.



## 9. Contract Controversies

Any claim or controversy arising out of the contract shall be resolved by the provisions of Louisiana Revised Statutes 39:1524-26.

## 10. Right To Audit

The State Legislative Auditor, agency, and/or federal auditors and internal auditors of the Division of Administration shall have the option to audit all accounts directly pertaining to the contract for a period of three (3) years from the date of the last payment made under this contract. Records shall be made available during normal working hours for this purpose.

## 11. Contract Modification

No amendment or variation of the terms of this contract shall be valid unless made in writing, signed by the parties and approved as required by law. No oral understanding or agreement not incorporated in the contract is binding on any of the parties.

## 12. Severability

If any term or condition of this Contract or the application thereof is held invalid, such invalidity shall not affect other terms, conditions, or applications which can be given effect without the invalid term, condition, or application; to this end the terms and conditions of this Contract are declared severable.

## 13. Applicable Law

This contract shall be governed by and interpreted in accordance with the laws of the State of Louisiana. Venue of any action brought with regard to this contract shall be in the Nineteenth Judicial District Court, parish of East Baton Rouge, State of Louisiana.

## 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 (Attachment III).

## C. Letter of Credit

Contractor will provide a Letter of Credit in a form reasonably acceptable to Louisiana Department of Health and Hospitals (DHH), naming DHH as the party entitled to demand payment and present draw requests there under, which letter(s) of credit will be presented prior to beginning of services:

1) is issued by a U.S. commercial bank or a foreign bank with a U.S. branch, with such bank having assets (net of reserves) of at least \$10,000,000,000 and a credit rating on its senior unsecured debt of:

- (a) "A2" or higher from Moody's; and
- (b) "A" or higher from S&P;

(2) on the terms provided in the letter(s) of credit, permits DHH to draw up to the face amount thereof for the purpose of paying any and all amounts owing by Contractor hereunder.

(3) if a letter of credit is issued by a foreign bank with a U.S. branch, permits DHH to draw upon the U.S. branch;

(4) permits DHH to draw the entire amount available there under if such letter of credit is not renewed or replaced at least thirty (30) Business Days prior to its stated expiration date;

(5) permits DHH to draw the entire amount available there under if such letter(s) of credit are not increased, replaced or replenished as and when provided where applicable;

(6) is transferable by DHH to any party to which DHH may assign;

(7) shall remain in effect for at least ninety (90) calendar days after the end of the Contract Term.

#### **D. Indemnification and Limitation of Liability**

1. Neither party shall be liable for any delay or failure in performance beyond its control resulting from acts of God or force majeure. The parties shall use reasonable efforts to eliminate or minimize the effect of such events upon performance of their respective duties under the Contract.
2. Contractor shall be fully liable for the actions of its agents, employees, partners or subcontractors and shall fully indemnify and hold harmless the State and its Authorized Users from suits, actions, damages and costs of every name and description relating to personal injury and damage to real or personal tangible property caused by 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 act of the State. If applicable, Contractor will indemnify, defend and hold the State and its Authorized Users harmless, without limitation, from and against any and all damages, expenses (including reasonable attorneys' fees), claims, judgments, liabilities and costs which may be finally assessed against the State in any action for infringement of a United States Letter Patent with respect to the Products furnished, or of any copyright, trademark, trade secret or intellectual property right, provided that the State shall give the Contractor: (i) prompt written notice of any action, claim or threat of infringement suit, or other suit, (ii) the opportunity to take over, settle or defend such action, claim or suit at Contractor's sole expense, and (iii) assistance in the defense of any such action at the expense of Contractor. Where a dispute or claim arises relative to a real or anticipated infringement, the State or its Authorized Users may require Contractor, at its sole expense, to submit such information and documentation, including formal patent attorney opinions, as the Commissioner of Administration shall require.
3. The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon: i) Authorized User's unauthorized modification or alteration of a Product, Material or Service; ii) Authorized User's use of the Product in combination with other products not furnished by Contractor; iii) Authorized User's use in other than the specified operating conditions and environment.
4. In addition to the foregoing, if the use of any item(s) or part(s) thereof shall be enjoined for any reason or if Contractor believes that it may be enjoined, Contractor shall have the right, at its own expense and sole discretion as the Authorized User's exclusive remedy to take action in the following order of precedence: (i) to procure for the State the right to continue using such item(s) or part (s) thereof, as applicable; (ii) to modify the component so that it becomes non-infringing equipment of at least equal quality and performance; or (iii) to replace said item(s) or part(s) thereof, as applicable, with non-infringing components of at least equal quality and performance, or (iv) if none of the foregoing is commercially reasonable, then provide monetary compensation to the State up to the dollar amount of the Contract.
5. For all other claims against the Contractor where liability is not otherwise set forth in the Contract as being "without limitation", and regardless of the basis on which the claim is made, Contractor's liability for direct damages, shall be the greater of \$100,000, the dollar amount of the Contract, or two (2) times the charges rendered by the Contractor under the Contract. Unless otherwise specifically enumerated herein or in the work order mutually agreed between the parties, neither party shall be liable to the other for special, indirect or consequential damages, including lost data or records (unless the Contractor is required to back-up the data or records as part of the work plan), even if the party has been advised of the

possibility of such damages. Neither party shall be liable for lost profits, lost revenue or lost institutional operating savings.

6. The State and Authorized User may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor, or may proceed against the performance and payment bond, if any, as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them.

## **E. Termination**

### **1. Termination For Cause**

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

Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this contract provided that the Contractor shall give the State written notice specifying the State agency's failure and a reasonable opportunity for the state to cure the defect.

### **2. Termination For Convenience**

State may terminate the Contract at any time without penalty by giving thirty (30) days written notice to the Contractor of such termination or negotiating with the Contractor an effective date. Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily

### **3. Termination For Non-Appropriation Of Funds**

The continuation of this contract is contingent upon the appropriation of funds by the legislature to fulfill the requirements of the contract by the legislature. 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 of Title 39 of the Louisiana Revised Statutes of 1950 to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds have not been appropriated.

## **F. Independent Assurances**

1. The State of Louisiana The DHH Center for Community and Preventive Health/Nutrition Services will also require the Contractor and/or subcontractors, to submit to an independent SSAE 16 SOC 1 and/or type II audit of its internal controls and other financial and performance audits from outside companies to assure both the financial viability of the (outsourced) program and the operational viability, including the policies and procedures placed into operation. The audit firm will conduct tests and render an independent opinion on the operating effectiveness of the controls and procedures. When required by the state the contractor shall be required to provide a quality control plan, such as third party Quality

Assurance (QA), Independent Verification and Validation (IV&V), and other internal project/ program reviews and audits.

2. These audits will require the Contractor to provide any assistance, records access, information system access, staff access, and space access to the party selected to perform the independent audit. The audit firm will submit to the State Agency and/or Contractor a final report on controls placed in operations for the project and shall include a detailed description of the audit firm's tests of the operating effectiveness of controls.

The Contractor shall supply the Department with an exact copy of the report within thirty (30) calendar days of completion. When required by Office of Public Health, such audits may be performed annually during the term of the contract. The Contractor shall agree to implement recommendations as suggested by the audits within three months of report issuance at no cost to the State. The cost of the shall be borne by the Contractor,

**Attachments:**

- I. Veteran and Hudson Initiatives**
- II. Certification Statement**
- III. DHH Standard Contract Form (CF-1)**
- IV. HIPAA BAA**
- V. Cost Template**
- VI. Regional Map**

**Veteran-Owned And Service-Connected Small Entrepreneurships  
(Veteran Initiatives) And Louisiana Initiative  
For Small Entrepreneurships (Hudson Initiative) Programs**

*Participation of Veteran Initiative and Hudson Initiative small entrepreneurships will be scored as part of the technical evaluation.*

The State of Louisiana Veteran and Hudson Initiatives are designed to provide additional opportunities for Louisiana-based small entrepreneurships (sometimes referred to as LaVet's and SE's respectively) to participate in contracting and procurement with the state. A certified Veteran-Owned and Service- Connected Disabled Veteran-Owned small entrepreneurship (LaVet) and a Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) small entrepreneurship are businesses that have been certified by the Louisiana Department of Economic Development. All eligible vendors are encouraged to become certified. Qualification requirements and online certification are available at <https://smallbiz.louisianaeconomicdevelopment.com/>. Ten percent (10%) of the total evaluation points on this RFP are reserved for proposers who are themselves a certified Veteran or Hudson Initiative small entrepreneurship or who will engage the participation of one or more certified Veteran or Hudson Initiatives small entrepreneurships as subcontractors.

Reserved points shall be added to the applicable proposers' evaluation score as follows: **ProposerStatus andReservedPoints**

- Proposer is a certified small entrepreneurship: Full amount of the reserved points
- Proposer is not a certified small entrepreneurship but has engaged one or more certified small entrepreneurships to participate as subcontractors or distributors. Points will be allocated based on the following criteria:
  - the number of certified small entrepreneurships to be utilized
  - the experience and qualifications of the certified small entrepreneurship(s)
  - the anticipated earnings to accrue to the certified small entrepreneurship(s)

If a proposer is not a certified small entrepreneurship as described herein, but plans to use certified small entrepreneurship(s), proposer shall include in their proposal the names of their certified Veteran Initiative or Hudson Initiative small entrepreneurship subcontractor(s), a description of the work each will perform, and the dollar value of each subcontract.

During the term of the contract and at expiration, the Contractor will also be required to report Veteran- Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship subcontractor or distributor participation and the dollar amount of each.

The statutes (R.S 39:2171 *et seq.*) concerning the Veteran Initiative may be viewed at <http://legis.la.gov/lss/lss.asp?doc=671504> and the statutes (R.S 39:2001 *et seq.*) concerning the Hudson Initiative may be viewed at: <http://legis.la.gov/lss/lss.asp?doc=96265>. The rules for the Veteran Initiative (LAC 19:IX.Chapters 11 and 13) and for the Hudson Initiative (LAC 19:VIII.Chapters 11 and 13) may be viewed at <http://www.doa.louisiana.gov/osp/se/se.htm>

A current list of certified Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurships may be obtained from the Louisiana Economic Development Certification System at <https://smallbiz.louisianaeconomicdevelopment.com/>. Additionally, a list of Hudson and Veteran Initiative small entrepreneurships, which have been certified by the Louisiana Department of Economic Development and who have opted to register in the State of Louisiana LaGov Supplier Portal [https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymouse?guest\\_user=self\\_reg](https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymouse?guest_user=self_reg) may be accessed from the State of Louisiana Procurement and Contract (LaPAC) Network <http://www.prd1.doa.louisiana.gov/osp/lapac/vendor/srchven.cfm>. When using this site, determine the search criteria (i.e. alphabetized list of all certified vendors, by commodities, etc.) and select SmallE, VSE, or DVSE.

## CERTIFICATION STATEMENT

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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)

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

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 complies with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein.
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 technical and cost proposals are valid for at least 120 calendar days from the date of proposer's signature below;
5. Proposer understands that if selected as the successful Proposer, he/she will have **10** calendar 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 <https://www.sam.gov>).

**Authorized Signature:**

*Original Signature Only: Electronic or Photocopy Signature are NOT Allowed*

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**Print Name:**

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**Title:**

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DHH - CF - 1  
Revised: 2011-06

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

**CFMS:  
DHH:  
Agency #**

**AND**

**FOR**

Personal Services  Professional Services  Consulting Services  Social Services

1) Contractor (Legal Name if Corporation)			5) Federal Employer Tax ID# or Social Security # (Must be 11 Digits)		
2) Street Address			6) Parish(es) Served		
City	State	Zip Code	7) License or Certification #		
3) Telephone Number			8) Contractor Status		
4) Mailing Address (if different)			Subrecipient: <input type="checkbox"/> Yes <input type="checkbox"/> No		
			Corporation: <input type="checkbox"/> Yes <input type="checkbox"/> No		
City			For Profit: <input type="checkbox"/> Yes <input type="checkbox"/> No		
			Publicly Traded: <input type="checkbox"/> Yes <input type="checkbox"/> No		
State			8a) CFDA#(Federal Grant #)		
Zip Code					

9) Brief Description Of Services To Be Provided:

10) Effective Date

11) Termination Date

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:

Contractor obligated to submit final invoices to Agency within fifteen (15) days after termination of contract.

PAYMENT WILL BE MADE ONLY UPON APPROVAL OF:	First Name	Last Name
	Title	Phone Number

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

**During the performance of this contract, 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 confidentially 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.
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. 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.
12. 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. 42:1113 as amended in the 2008 Regular Session of the Louisiana Legislature.
13. 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



14. 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..
15. 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.
16. 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.
17. Any contract disputes will be interpreted under applicable Louisiana laws and regulations in Louisiana administrative tribunals or district courts as appropriate.
18. 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.
19. 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.
20. 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.
21. 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.
22. 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.**

**SIGNATURE** **DATE**

**SIGNATURE** **DATE**

**NAME**

**NAME**

**TITLE**

**TITLE**

**SIGNATURE** **DATE**

**SIGNATURE** **DATE**

**NAME**

**NAME**

**TITLE**

**TITLE**

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

1. The Louisiana Department of Health and Hospitals (“DHH”) is a Covered Entity, as that term is defined herein, because it functions as a health plan and as a health care provider that transmits health information in electronic form.
2. Contractor is a Business Associate of DHH, as that term is defined herein, because contractor either: (a) creates, receives, maintains, or transmits PHI for or on behalf of DHH; or (b) provides legal, actuarial, accounting, consulting, data aggregation, management, administrative, accreditation, or financial services for DHH involving the disclosure of PHI.
3. **Definitions:** As used in this addendum –
  - A. The term “HIPAA Rules” refers to the federal regulations known as the HIPAA Privacy, Security, Enforcement, and Breach Notification Rules, found at 45 C.F.R. Parts 160 and 164, which were originally promulgated by the U. S. Department of Health and Human Services (DHHS) pursuant to the Health Insurance Portability and Accountability Act (“HIPAA”) of 1996 and were subsequently amended pursuant to the Health Information Technology for Economic and Clinical Health (“HITECH”) Act of the American Recovery and Reinvestment Act of 2009.
  - B. The terms “Business Associate”, “Covered Entity”, “disclosure”, “electronic protected health information” (“electronic PHI”), “health care provider”, “health information”, “health plan”, “protected health information” (“PHI”), “subcontractor”, and “use” have the same meaning as set forth in 45 C.F.R. § 160.103.
  - C. The term “security incident” has the same meaning as set forth in 45 C.F.R. § 164.304.
  - D. The terms “breach” and “unsecured protected health information” (“unsecured PHI”) have the same meaning as set forth in 45 C.F.R. § 164.402.
4. Contractor and its agents, employees and subcontractors shall comply with all applicable requirements of the HIPAA Rules and shall maintain the confidentiality of all PHI obtained by them pursuant to this contract and addendum as required by the HIPAA Rules and by this contract and addendum.
5. Contractor shall use or disclose PHI solely: (a) for meeting its obligations under the contract; or (b) as required by law, rule or regulation (including the HIPAA Rules) or as otherwise required or permitted by this contract and addendum.
6. Contractor shall implement and utilize all appropriate safeguards to prevent any use or disclosure of PHI not required or permitted by this contract and addendum, including administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the electronic protected health information that it creates, receives, maintains, or transmits on behalf of DHH.
7. In accordance with 45 C.F.R. § 164.502(e)(1)(ii) and (if applicable) § 164.308(b)(2), contractor shall ensure that any agents, employees, subcontractors or others that create, receive, maintain, or transmit PHI on behalf of contractor agree to the same restrictions, conditions and requirements that apply to contractor with respect to such information, and it shall ensure that they implement reasonable and appropriate safeguards to protect such information. Contractor shall take all reasonable steps to ensure that its agents’, employees’ or subcontractors’ actions or omissions do not cause contractor to violate this contract and addendum.
8. Contractor shall, within three (3) days of becoming aware of any use or disclosure of PHI, other than as permitted by this contract and addendum, report such disclosure in writing to the person(s) named in section 14 (Terms of Payment), page 1 of the CF-1. Disclosures which must be reported by contractor include, but are not limited to, any security incident, any breach of unsecured PHI, and any “breach of the security system” as defined in the Louisiana Database Security Breach Notification Law, La.R.S. 51:3071 *et seq.* At the option of DHH, any harm or damage resulting from any use or disclosure which violates this contract and addendum shall be mitigated, to the extent practicable, either: (a) by contractor at its own expense; or (b) by DHH, in which case contractor shall reimburse DHH for all expenses that DHH is required to incur in undertaking such mitigation activities.
9. To the extent that contractor is to carry out one or more of DHH’s obligations under 45 C.F.R. Part 164, Subpart E, contractor shall comply with the requirements of Subpart E that apply to DHH in the performance of such obligation(s).
10. 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.

11. Contractor shall make PHI available to DHH upon request in accordance with 45 CFR § 164.524.
12. 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.
13. Contractor shall make its internal practices, books, and records relating to the use and disclosure of PHI received from or created or received by contractor on behalf of DHH available to the Secretary of the U. S. DHHS for purposes of determining DHH's compliance with the HIPAA Rules.
14. Contractor shall indemnify and hold DHH harmless from and against any and all liabilities, claims for damages, costs, expenses and attorneys' fees resulting from any violation of this addendum by contractor or by its agents, employees or subcontractors, without regard to any limitation or exclusion of damages provision otherwise set forth in the contract.
15. The parties agree that the legal relationship between DHH and contractor is strictly an independent contractor relationship. Nothing in this contract and addendum shall be deemed to create a joint venture, agency, partnership, or employer-employee relationship between DHH and contractor.
16. 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 provision of the HIPAA Rules or any material term of this addendum.
17. At the termination of the contract, or upon request of DHH, whichever occurs first, contractor shall 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 shall extend the confidentiality protections of the contract to the information and limit further uses and disclosure to those purposes that make the return or destruction of the information infeasible.

**Instructions:**

Proposer shall specify costs for performance of tasks. Proposal shall include all anticipated costs of successful implementation of all deliverables outlined in the RFP. The availability of federal funds for all 3 years of successful implantation shall not exceed \$2,746,399.00.

**COST TEMPLATE YEAR 1**

<b>Year</b>	<b>Hourly Rate</b>	<b>Total</b>
Administrative Staff (list by position)		
Direct Labor Staff (list by position)		
Contracted Staff (list by position)		
Breastfeeding Peer Counselor Manager		
Regional Breastfeeding Peer Counselor Supervisor		
Breastfeeding Peer Counselor		
BFPC Administrative Assistant		
Benefits		
Operating Costs:		
Rent		
Utilities		
Telephone		
Insurance		
Other (List):		
In-State Travel		
Out of State Travel		
Office Supplies (List)		
Professional Services (list)		
Other Direct Costs (list)		
Administrative Cost		
TOTAL Cost for Year One		

## COST TEMPLATE YEAR 2

Year	Hourly Rate	Total
Administrative Staff (list by position)		
Direct Labor Staff (list by position)		
Contracted Staff (list by position)		
Breastfeeding Peer Counselor Manager		
Regional Breastfeeding Peer Counselor Supervisor		
Breastfeeding Peer Counselor		
BFPC Administrative Assistant		
Benefits		
Operating Costs:		
Rent		
Utilities		
Telephone		
Insurance		
Other (List):		
In-State Travel		
Out of State Travel		
Office Supplies (List)		
Professional Services (list)		
Other Direct Costs (list)		
Administrative Cost		
<b>TOTAL COST FOR YEAR TWO</b>		

### COST TEMPLATE YEAR 3

Year	Hourly Rate	Total
Administrative Staff (list by position)		
Direct Labor Staff (list by position)		
Contracted Staff (list by position)		
Breastfeeding Peer Counselor Manager		
Regional Breastfeeding Peer Counselor Supervisor		
Breastfeeding Peer Counselor		
BFPC Administrative Assistant		
Benefits		
Operating Costs:		
Rent		
Utilities		
Telephone		
Insurance		
Other (List):		
In-State Travel		
Out of State Travel		
Office Supplies (List)		
Professional Services (list)		
Other Direct Costs (list)		
Administrative Cost		
<b>TOTAL COST FOR YEAR THREE</b>		

# Regional Map



DEPARTMENT OF HEALTH AND HOSPITALS

