

# ADDENDUM # 1

## QUESTIONS AND ANSWERS

RFP # 305PUR-DHHRFP-CONSULTING-LERN  
Department of Health and Hospitals  
Louisiana Emergency Response Network

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1. On page 21, basic information outlining the requirement to obtain a Performance Bond is discussed. Please describe the relationship of the Performance Indicators to the Performance Bond. We are confident we can provide program development that meets or exceeds Performance Indicators, however, implementation of recommendations, plans, etc cannot be guaranteed by us as contractors. It will be up to the State to move on recommendations and programmatic changes. In short, no contractor can be held liable for non-adopted (policy, law, plan, organization) recommendations. Any further delineation of project and contract performance specifically to the bond required would be most welcome.

For the purposes of the Performance Bond, DHH will evaluate the contractor's performance based on its successful and timely completion of the specified Deliverables and its fulfillment of its other obligations under the terms of the "Scope of Work" section of the RFP and the terms of the resulting contract. DHH recognizes that the Performance Indicators listed on pp. 8-9 of the RFP will be affected by factors not completely within the contractor's control because they reflect not only the contractor's performance, but the performance of the overall LERN system as well. On the other hand, the Strategies immediately preceding each of the Performance Indicators represent activities which are essentially within the contractor's control; the contractor is required to perform those activities in order to assist LERN in accomplishing its goals and objectives. Therefore, in evaluating the contractor's performance, DHH will focus more on the contractor's successful implementation of those Strategies than on the Performance Indicators.

In summary, the Performance Indicators are only one element among many other elements that will be used in determining whether the contractor has performed its obligations successfully. DHH would demand payment under the performance bond only if the contractor fails to furnish the Deliverables specified in the RFP (including the implementation of the required Strategies) or otherwise breaches an applicable provision of the RFP or the contract.