

Bureau of Health Services Financing  
**RFP # 3000016353 – Home & Community-Based Services Data  
Management and Electronic Visit Verification Services**

## **Addendum #11**

November 5, 2021

Your reference is directed to RFX Number 3000016353 for the Request for Proposals (RFP) for Home & Community-Based Services Data Management and Electronic Visit Verification Services, which is scheduled to open at 11:59 PM (CT) on Friday, November 12, 2021.

**The following changes are being made to the referenced RFP due to an administrative error.**

**RFP Sections 2.7.7 – 2.7.8 currently read:**

**2.7.7. NATIONAL VOTER REGISTRATION ACT REQUIREMENTS**

The Contractor is considered a “reporting entity” for purposes of the National Voter Registration Act and is required to comply with the National Voter Registration Act Operational Policy and any subsequent changes or amendments thereto. The Contractor shall:

- Send the OCDD and OAAS approved form(s) to participants, whose record is maintained in the Home and Community Based Services Registry, upon notification of a change of name and/or address;
- Forward all completed mail voter registration application forms received by the Contractor to the respective Registrar of Voters no later than 2 business days of receipt; and
- Retain all completed Voter Registration Declaration forms and copies of all completed LA Voter Registration Applications in the applicants' files and according to the approved retention schedule.

Quarterly, the following information will be aggregated and provided electronically by the Contractor using the NVRA Quarterly Program Reporting Form to the OAAS and OCDD designated NVRA Department Coordinator within three (3) business days after the close of the reporting period:

- The total number of applications for service, assistance or admission, recertification, and changes of name/address relating to such service or assistance received by the Contractor.

- The total number of declaration forms received by the individual.
- The total number of completed mail voter registration applications received by the Contractor.

### **2.7.7. ALL HAZARDS PLAN**

The Contractor, regardless of the architecture of its systems, shall develop and be continually ready to invoke an All Hazards Plan to protect the availability, integrity, and security of data during unexpected failures or disasters (either natural or man-made) to continue essential application or system functions during or immediately following failures or disasters.

The All Hazards Plan shall include a disaster recovery plan (DRP) and a business continuity plan (BCP). A DRP is designed to recover systems, networks, workstations, applications, etc. in the event of a disaster. A BCP shall focus on restoring the operational function of the organization in the event of a disaster and includes items related to IT, as well as operational items such as employee notification processes and the procurement of office supplies needed to do business in the emergency mode operation environment. The practice of including both the DRP and the BCP in the All Hazards planning process is a best practice.

The Contractor shall have an LDH approved All Hazards Plan no later than 30 days from the date the Contract is signed.

At a minimum, the All Hazards Plan shall address the following scenarios:

- The central computer installation and resident software are destroyed or damaged;
- The system interruption or failure resulting from network, operating hardware, software, or operations errors that compromise the integrity of transaction that are active in a live system at the time of the outage; and
- System interruption or failure resulting from network, operating hardware, software or operations errors that compromise the integrity of data maintained in a live or archival system;
- System interruption or failure resulting from network, operating hardware, software or operational errors that does not compromise the integrity of transactions or data maintained in a live or archival system, but does prevent access to the System, such as it causes unscheduled System unavailability.

The All Hazards Plan shall specify projected recovery times and data loss for mission-critical systems in the event of a declared disaster. The following minimum criteria are required:

- System restoration within 24 hours
- Two physical locations for maintaining data
- Backups of all system data, including live EVV data, every 24 hours

The Contractor shall annually test its plan through simulated disasters and lower level failures in order to demonstrate to LDH that it can restore system functions. In the event the Contractor fails to demonstrate through these tests that it can restore system functions, the Contractor shall be required to submit a corrective action plan to LDH describing how the failure shall be resolved within ten (10)

business days of the conclusion of the test.

#### **2.7.8. RECORDS RETENTION REQUIREMENT**

The Contractor shall retain all electronic and hard copy records, including closed records as directed by LDH for a period of ten (10) years after closure. All electronic and hard copy records, as well as recently closed records (closed within the past two years), must be easily accessible. Additionally, all activity logging records shall be retained for ten (10) years.

### **RFP Sections 2.7.7 – 2.7.9 changed to read:**

#### **2.7.7. NATIONAL VOTER REGISTRATION ACT REQUIREMENTS**

The Contractor is considered a “reporting entity” for purposes of the National Voter Registration Act and is required to comply with the National Voter Registration Act Operational Policy and any subsequent changes or amendments thereto. The Contractor shall:

- Send the OCDD and OAAS approved form(s) to participants, whose record is maintained in the Home and Community Based Services Registry, upon notification of a change of name and/or address;
- Forward all completed mail voter registration application forms received by the Contractor to the respective Registrar of Voters no later than 2 business days of receipt; and
- Retain all completed Voter Registration Declaration forms and copies of all completed LA Voter Registration Applications in the applicants' files and according to the approved retention schedule.

Quarterly, the following information will be aggregated and provided electronically by the Contractor using the NVRA Quarterly Program Reporting Form to the OAAS and OCDD designated NVRA Department Coordinator within three (3) business days after the close of the reporting period:

- The total number of applications for service, assistance or admission, recertification, and changes of name/address relating to such service or assistance received by the Contractor.
- The total number of declaration forms received by the individual.
- The total number of completed mail voter registration applications received by the Contractor.

#### **2.7.8. ALL HAZARDS PLAN**

The Contractor, regardless of the architecture of its systems, shall develop and be continually ready to invoke an All Hazards Plan to protect the availability, integrity, and security of data during unexpected failures or disasters (either natural or man-made) to continue essential application or system functions during or immediately following failures or disasters.

The All Hazards Plan shall include a disaster recovery plan (DRP) and a business continuity plan (BCP). A DRP is designed to recover systems, networks, workstations, applications, etc. in the event of a disaster.

A BCP shall focus on restoring the operational function of the organization in the event of a disaster and includes items related to IT, as well as operational items such as employee notification processes and the procurement of office supplies needed to do business in the emergency mode operation environment. The practice of including both the DRP and the BCP in the All Hazards planning process is a best practice.

The Contractor shall have an LDH approved All Hazards Plan no later than 30 days from the date the Contract is signed.

At a minimum, the All Hazards Plan shall address the following scenarios:

- The central computer installation and resident software are destroyed or damaged;
- The system interruption or failure resulting from network, operating hardware, software, or operations errors that compromise the integrity of transaction that are active in a live system at the time of the outage; and
- System interruption or failure resulting from network, operating hardware, software or operations errors that compromise the integrity of data maintained in a live or archival system;
- System interruption or failure resulting from network, operating hardware, software or operational errors that does not compromise the integrity of transactions or data maintained in a live or archival system, but does prevent access to the System, such as it causes unscheduled System unavailability.

The All Hazards Plan shall specify projected recovery times and data loss for mission-critical systems in the event of a declared disaster. The following minimum criteria are required:

- System restoration within 24 hours
- Two physical locations for maintaining data
- Backups of all system data, including live EVV data, every 24 hours

The Contractor shall annually test its plan through simulated disasters and lower level failures in order to demonstrate to LDH that it can restore system functions. In the event the Contractor fails to demonstrate through these tests that it can restore system functions, the Contractor shall be required to submit a corrective action plan to LDH describing how the failure shall be resolved within ten (10) business days of the conclusion of the test.

#### **2.7.9. RECORDS RETENTION REQUIREMENT**

The Contractor shall retain all electronic and hard copy records, including closed records as directed by LDH for a period of ten (10) years after closure. All electronic and hard copy records, as well as recently closed records (closed within the past two years), must be easily accessible. Additionally, all activity logging records shall be retained for ten (10) years.