**Last Revised on 2/19/2021**

 **` REVISIONS ARE HIGHLIGHTED**

**DURING COVID-19, ELECTRONIC SUBMISSION OF PROPOSALS IS AN OPTION*.***

**REVIEW** [*OSP Guidelines for Electronic Submission of Proposals and Virtual RFP Evaluations (Issued 6/1/2020)*](https://www.doa.la.gov/osp/PC/agencies/FormsFormats/RFPsElectronicReceipt-EvaluationV3.docx) **AND REVISE AS APPLICABLE.**

 **https://www.doa.la.gov/osp/PC/agencies/FormsFormats/RFPsElectronicReceipt-EvaluationV3.docx**

**To determine if an RFP is required**:

The procurement of consulting service contracts for $75,000 or greater in a 12-month period,

**or**

for the procurement of social service contracts greater than $250,000 in a 12-month period which are not exempt by R.S. 39:1619:B

**Instructions**:

* Any language inside content controls needs to be changed to language pertinent to the proposal. Once text has been entered, the content control will be automatically removed. Example:



* Any language inside blue boxes is instructional language, which needs to be deleted prior to RFP issuance. Example:

**AGENCY NOTE:** Prior to issuing the RFP, right click on the Table of Contents, select Update Field, then select Update entire table, and click OK.

* Any language with the instructions “DO NOT alter this section” shall not be changed without prior approval from OSP. Remove the instructions before RFP issuance.

**REQUEST FOR PROPOSALS**

**for**

Click here to enter the service or proposal for which the RFP is being issued.

****

**RFP #:**Click here to enter the RFP # from LaGov.

**Proposal Due Date/Time:** Click here to enter the proposal due date/time.

**State of Louisiana**

Click here to enter agency name.

Click here to enter RFP issuance date.

**AGENCY NOTE:** Prior to issuing the RFP, right click on the Table of Contents, select Update Field, then select Update entire table, and click OK.

Table of Contents

[PART 1: ADMINISTRATIVE AND GENERAL INFORMATION 2](#_Toc517181483)

[1.1 Purpose 2](#_Toc517181484)

[1.2 Background 2](#_Toc517181485)

[1.3 Goals and Objectives 2](#_Toc517181486)

[1.4 Term of Contract 2](#_Toc517181487)

[1.5 Definitions 2](#_Toc517181488)

[1.6 Schedule of Events 2](#_Toc517181489)

[1.7 Proposal Submittal 2](#_Toc517181490)

[1.8 Qualification for Proposer 2](#_Toc517181491)

[1.8.1 Mandatory Qualifications: 2](#_Toc517181492)

[1.8.2 Desirable Qualifications: 2](#_Toc517181493)

[1.9 Proposal Response Format 2](#_Toc517181494)

[1.9.1 Cover Letter 2](#_Toc517181495)

[1.9.2 Table of Contents 2](#_Toc517181496)

[1.9.3 Executive Summary 2](#_Toc517181497)

[1.9.4 Company Background and Experience 2](#_Toc517181498)

[1.9.5 Approach and Methodology 2](#_Toc517181499)

[1.9.6 Proposed Staff Qualifications 2](#_Toc517181500)

[1.9.7 Veteran and Hudson Initiative Programs Participation 2](#_Toc517181501)

[1.9.8 Cost Proposal 2](#_Toc517181502)

[1.9.9 Certification Statement 2](#_Toc517181503)

[1.9.10 Outsourcing of Key Internal Controls: 2](#_Toc517181504)

[1.10 Number of Copies of Proposals 2](#_Toc517181505)

[1.11 Technical and Cost Proposals 2](#_Toc517181506)

[1.12 Legibility/Clarity 2](#_Toc517181507)

[1.13 Confidential Information, Trade Secrets, and Proprietary Information 2](#_Toc517181508)

[1.14 Proposal Clarifications Prior to Submittal 2](#_Toc517181509)

[1.14.1 Pre-proposal Conference 2](#_Toc517181510)

[1.14.2 Proposer Inquiries 2](#_Toc517181511)

[1.14.3 Blackout Period 2](#_Toc517181512)

[1.15 Error and Omissions in Proposal 2](#_Toc517181513)

[1.16 Changes, Addenda, Withdrawals 2](#_Toc517181514)

[1.17 Withdrawal of Proposal 2](#_Toc517181515)

[1.18 Waiver of Administrative Informalities 2](#_Toc517181516)

[1.19 Proposal Rejection/RFP Cancellation 2](#_Toc517181517)

[1.20 Ownership of Proposal 2](#_Toc517181518)

[1.21 Cost of Offer Preparation 2](#_Toc517181519)

[1.22 Taxes 2](#_Toc517181520)

[1.23 Determination of Responsibility 2](#_Toc517181521)

[1.24 Use of Subcontractors 2](#_Toc517181522)

[1.25 Written or Oral Discussions/Presentations 2](#_Toc517181523)

[1.26 Acceptance of Proposal Content 2](#_Toc517181524)

[1.27 Evaluation and Selection 2](#_Toc517181525)

[1.28 Best and Final Offers (BAFO) 2](#_Toc517181526)

[1.29 Contract Award and Execution 2](#_Toc517181527)

[1.30 Notice of Intent to Award 2](#_Toc517181528)

[1.31 Right to Prohibit Award 2](#_Toc517181529)

[1.32 Insurance Requirements for Contractors 2](#_Toc517181530)

[1.32.1 Contractor's Insurance 2](#_Toc517181531)

[1.32.2 Minimum Scope and Limits of Insurance 2](#_Toc517181532)

[1.32.3 Deductibles and Self‑Insured Retentions 2](#_Toc517181533)

[1.32.4 Other Insurance Provisions 2](#_Toc517181534)

[1.32.5 Acceptability of Insurers 2](#_Toc517181535)

[1.32.6 Verification of Coverage 2](#_Toc517181536)

[1.32.7 Subcontractors 2](#_Toc517181537)

[1.32.8 Workers Compensation Indemnity 2](#_Toc517181538)

[1.33 Indemnification and Limitation of Liability 2](#_Toc517181539)

[1.34 Payment 2](#_Toc517181540)

[1.34.1 Electronic Vendor Payment Solutions 2](#_Toc517181541)

[1.35 Termination 2](#_Toc517181542)

[1.35.1 Termination of the Contract for Cause 2](#_Toc517181543)

[1.35.2 Termination of the Contract for Convenience 2](#_Toc517181544)

[1.35.3 Termination for Non-Appropriation of Funds 2](#_Toc517181545)

[1.36 Assignment 2](#_Toc517181546)

[1.37 Right to Audit 2](#_Toc517181547)

[1.38 Civil Rights Compliance 2](#_Toc517181548)

[1.39 Record Ownership 2](#_Toc517181549)

[1.40 Entire Agreement/ Order of Precedence 2](#_Toc517181550)

[1.41 Contract Modifications 2](#_Toc517181551)

[1.42 Substitution of Personnel 2](#_Toc517181552)

[1.43 Governing Law 2](#_Toc517181553)

[1.44 Claims or Controversies 2](#_Toc517181554)

[1.45 Code of Ethics 2](#_Toc517181555)

[1.46 Corporate Requirements 2](#_Toc517181556)

[1.47 Prohibition of Discriminatory Boycotts of Israel 2](#_Toc517181557)

[PART 2: SCOPE OF WORK/SERVICES 2](#_Toc517181558)

[2.1 Scope of Work 2](#_Toc517181559)

[2.2 Task and Services 2](#_Toc517181560)

[2.3 Deliverables 2](#_Toc517181561)

[2.4 Technical Requirements 2](#_Toc517181562)

[2.5 Project Requirements 2](#_Toc517181563)

[PART 3: EVALUATION 2](#_Toc517181564)

[3.1 Cost Evaluation 2](#_Toc517181565)

[3.2 Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Participation 2](#_Toc517181566)

[PART 4: PERFORMANCE STANDARDS 2](#_Toc517181567)

[4.1 Performance Requirements 2](#_Toc517181568)

[4.2 Performance Measurement/Evaluation/Monitoring Plan 2](#_Toc517181569)

[4.2.1 Performance Measures/Evaluation: 2](#_Toc517181570)

[4.2.2 Monitoring Plan: 2](#_Toc517181571)

[4.3 Veteran and Hudson Initiative Programs Reporting Requirements 2](#_Toc517181572)

[ATTACHMENT I: CERTIFICATION STATEMENT 2](#_Toc517181573)

[ATTACHMENT II: SAMPLE CONTRACT 2](#_Toc517181574)

[ATTACHMENT III: ELECTRONIC VENDOR PAYMENT SOLUTION 2](#_Toc517181575)

**REQUEST FOR PROPOSAL**

**FOR**

Click here to enter the service or proposal for which the RFP is being issued.

# ADMINISTRATIVE AND GENERAL INFORMATION

## Purpose

The purpose of this Request for Proposal (RFP) is to obtain competitive proposals from qualified Proposers who are interested in providing Click here to define product or service requirements.

## Background

**AGENCY NOTE:** Add appropriate description to complement your particular RFP.

The "Background" should include information that will help the Proposers develop their responses. This information should include your current situation including relevant statistics, i.e. previous or estimated quantities for the project/service; reasons for development of the RFP; agency(ies) that will participate or be serviced by the service/project in the proposal; initial implementation (pilot agencies, etc., if applicable), available information considered of importance, i.e. state related information, other government data, financial reports, budgets, statistics, organizational charts, etc.

## Goals and Objectives

**AGENCY NOTE:** Include one or more goals and objectives of the contract and what the agency hopes to achieve as a result of the RFP. An objective is a well-defined statement of the results to be achieved in order for the overall mission of the work to be considered successful and accomplished. A work objective must be specific, measureable, attainable, realistic, and time limited. The agency objectives for this project or RFP solution should be defined here.

For example: The agency desires to establish or obtain or receive, etc.

Examples may include expected outcome(s) or efficiencies, expected interface capabilities, etc.

## Term of Contract

The term of any contract resulting from this RFP shall begin on or about Click here to enter the anticipated contract start date and is anticipated to end on Click here to enter the anticipated contract end date. The State shall have the right to contract for up to thirty-six (36) months with the concurrence of the Contractor and all appropriate approvals.

**AGENCY NOTE:** Keep either the top or bottom paragraph for the Term of Contract section. Delete the paragraph that is not used.

The term of any contract resulting from this RFP shall begin on or about Click here to enter the anticipated contract start date and is anticipated to end on Click here to enter the anticipated contract end date. The State shall have the right to contract for up to thirty-six (36) months with the concurrence of the Contractor and all appropriate approvals. 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 thirty-six (36) month term, prior 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 State Procurement (OSP) to extend contract terms beyond the initial 3-year term. The total contract term, with extensions, shall not exceed five (5) years. The continuation of the contract is contingent upon the appropriation of funds by the legislature to fulfill the requirements of the contract.

## Definitions

**AGENCY NOTE:** The following terms must be included. Any other definitions added should be appropriate to the proposal. If a word is capitalized and not a proper noun or a section title, it should be added to the definitions section and defined. If an acronym is used, it should be added to the definitions section and defined.

When all additional terms are added, click Sort on the Layout tab of the Table Tools ribbon. Choose to sort by Column 1, Type: Text, Using: Paragraphs, Ascending, and click OK.

|  |  |
| --- | --- |
| Agency | Any department, commission, council, board, office, bureau, committee, institution, agency, government, corporation, or other establishment of the executive branch of this state authorized to participate in any contract resulting from this solicitation. |
| Contractor | Any person having a contract with a governmental body; the selected Proposer. |
| Discussions | For the purposes of this RFP, a formal, structured means of conducting written or oral communications/presentations with responsible Proposers who submit proposals in response to this RFP. |
| DOA | Division of Administration |
| May and Can | The terms “may” and “can” denote an advisory or permissible action. |
| Must | The term “must” denotes mandatory requirements. |
| OSP | Office of State Procurement |
| Proposer | A firm or individual who responds to this RFP. |
| RFP | Request for Proposal |
| Shall and Will | The terms “shall” and “will” denote mandatory requirements. |
| Should | The term “should” denotes a desirable action. |
| State | The term “State” shall mean the State of Louisiana and its departments, agencies (including the Using Agency), boards, and commissions as well as their officers, agents, servants, employees, and volunteers. |
| Using Agency | The term “Using Agency” shall mean the governmental body of the State (including any authorized users) which is procuring any supplies, services, or major repairs, or any professional, personal, consulting, or social services under this Contract pursuant to the Louisiana Procurement Code, La. R.S. 39:1551-1755. |

## Schedule of Events

**AGENCY NOTE:** Sample only. Events are to added or deleted to fit the particular RFP.

|  |  |
| --- | --- |
| **Event** | **Date** |
| RFP advertised in newspapers and post to LaPac | Click here to enter the date the RFP will be advertised. Consulting services must be advertised at least 30 days prior to the deadline for the receipt of proposals. Social services must be advertised at least 14 days prior to the deadline for the receipt of proposals. |
| Pre-proposal conference (if applicable) | Click here to enter the date of the pre-proposal conference, if applicable. It should be 10-14 days after the RFP is released for advertisement, and you must extend the deadline for receipt of proposals accordingly.  |
| Deadline for receipt of written inquiries | Click here to enter the deadline for receipt of written inquires. It should be 7-10 days after the pre-proposal conference.  |
| Deadline to answer written inquiries | Click here to enter the deadline to answer written inquiries. It should be 14 days after the deadline for receipt of written inquiries.  |
| Deadline for receipt of proposalsALL PROPOSALS SHALL REMAIN SEALED UNTIL THE DATE AND TIME LISTED.  | Click here to enter the date and time for the deadline to receive proposals. It should be 10-12 days after posting responses to written inquiries.  |
| Presentations & Discussions (if applicable) | Click here to enter the date of presentations and discussions, if applicable. |
| Notice of Intent to award announcement, and 14-day protest period begins, on or about | Click here to enter the approximate date of the notice of intent to award announcement and 14-day protest period begins.  |
| Contract execution, on or about | Click here to enter the approximate date of contract execution.  |

**NOTE: The State of Louisiana reserves the right to revise this schedule. Revisions, if any, before the Proposal Submission Deadline will be formalized by the issuance of an addendum to the RFP.**

## Proposal Submittal

Firms or individuals who are interested in providing services requested under this RFP must submit a proposal containing the mandatory information specified in the section. The proposal must be received in hard copy (printed) version by the RFP Coordinator on or before the date and time specified in the Schedule of Events. FAX or e-mail submissions shall not be acceptable. Proposers mailing their proposals should allow sufficient mail delivery time to ensure receipt of their proposal by the time specified. The proposal package must be delivered at the Proposer's expense to: Click here to insert the name of the RFP Coordinator, state agency name, address, phone number.

For courier delivery, the street address is Click here to insert the RFP Coordinator’s physical street address, and the telephone number is Click here to insert the RFP Coordinator’s phone number. The responsibility solely lies with each Proposer to ensure their proposal is delivered at the specified place and prior to the deadline for submission. Proposals received after the deadline will not be considered.

## Qualifications for Proposer

### Mandatory Qualifications:

Proposers must meet the following qualifications prior to the deadline for receipt of proposals.

**AGENCY NOTE:** Provide a list of the minimum qualifications that the Proposer must meet to qualify for selection. Be careful not to be overly restrictive, as this will limit competition. Use language that is objective and not ambiguous or subjective in order to simplify evaluation.

### Desirable Qualifications:

It is desirable that Proposers should meet the following qualifications prior to the deadline for receipt of proposals.

**AGENCY NOTE:** Provide a list of desirable qualifications the agency prefers a Proposer to have.

## Proposal Response Format

**AGENCY NOTE: This section should describe the desired format and content for the proposals. The format and content should be structured to facilitate the reviewer's understanding, evaluation, and scoring of the various proposals. The following sections outline topics in a typical proposal.**

Proposals submitted for consideration should follow the format and order of presentation described below:

### Cover Letter

A cover letter should be submitted on the Proposer's official business letterhead explaining the intent of the Proposer.

### Table of Contents

The proposal should be organized in the order contained below.

### Executive Summary

This section serves to introduce the scope of the proposal. It shall include administrative information including. Proposer contact name and phone number, and the stipulation that the proposal is valid for a time period of at least ninety (90) calendar days from the date of submission. This section should also include a summary of the Proposer's qualifications and ability to meet the State agency's overall requirements in the timeframes set by the agency.

The executive summary should include a positive statement of compliance with the contract terms, see Sample Contract, Attachment II. If the Proposer cannot comply with any of the contract terms, an explanation of each exception should be supplied. The Proposer should address the specific language in the Sample Contract, Attachment II and submit whatever exceptions or exact contract modifications that its firm may seek. While final wording will be resolved during contract negotiations, the intent of the provisions will not be substantially altered.

### Company Background and Experience

The Proposers should give a brief description of their company including brief history, corporate or organization structure, number of years in business, and copies of its latest financial statement, preferably audited.

This section should provide a detailed discussion of the Proposer's prior experience in working on projects similar in size, scope, and function to the proposed contract. Proposers should describe their experience in other states or in corporate and governmental entities of comparable size and diversity with references from previous clients including names and telephone numbers.

Proposers should clearly describe their ability to exceed the qualifications described in the Mandatory Qualifications for Proposer section.

**AGENCY NOTE:** Choose one or both paragraphs listed immediately above and below this text box.

Proposers should clearly describe their ability to exceed the desired qualifications described in the Desirable Qualifications for Proposer section.

### Approach and Methodology

Proposals should include enough information to satisfy evaluators that the Proposer has the appropriate experience, knowledge and qualifications to perform the scope of services as described herein. Proposers should respond to all requested areas.

**AGENCY NOTE:** These are examples of what agencies may include in requesting information on a Proposer's approach and methodology.

The Proposer should:

* Provide Proposer's understanding of the nature of the project and how its proposal will best meet the needs of the state agency.
* Define its functional approach in providing the services.
* Define its functional approach in identifying the tasks necessary to meet requirements.
* Describe the approach to Project Management and Quality Assurance.
* Provide a proposed Project Work Plan that reflects the approach and methodology, tasks and services to be performed, deliverables, timetables, and staffing.
* Present innovative concepts for consideration.

For IT consulting services: (this is suggested language)

* Define its functional approach in developing a detailed design reflecting the most effective means of accomplishing system functions within the agency’s existing infrastructure.
* Define its strategy for project team organization and task assignments to transfer application knowledge, to position the State to be self-sufficient after implementation.
* Define its approach for defining system and data security.
* Identify areas of project risk and procedures to mitigate these risks.
* Define the methodology to be used for system design.
* Explain how each task and service will be performed (this should take into account project phasing, use of tools, technologies, etc.).

### Proposed Staff Qualifications

The Proposer should provide detailed information about the experience and qualifications of the Proposer's assigned personnel considered key to the success of the project.

This information should include education, training, technical experience, functional experience, specific dates and names of employers, relevant and related experience, past and present projects with dates and responsibilities and any applicable certifications. This should also specifically include the role and responsibilities of each person on this project, their planned level of effort, their anticipated duration of involvement, and their on-site availability. Customer references (name, title, company name, address, and telephone number) should be provided for the cited projects in the individual resumes.

Proposers should clearly describe their ability to exceed the qualifications described in the Mandatory Qualifications for Proposer section.

**AGENCY NOTE:** Choose one paragraphs listed immediately above and below this text box.

If the Proposer section does not contain staff qualifications, both paragraphs should be deleted.

Proposers should clearly describe their ability to exceed the desired qualifications described in the Desirable Qualifications for Proposer section.

### Veteran and Hudson Initiative Programs Participation

**AGENCY NOTE:** The initiative language shall be included in all requests for proposals. If your funding source includes restrictions that may prevent the use of Hudson initiative or Veteran initiative, submit a request for an exemption to the Office of State Procurement which shall either deny or approve the request.

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>.

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.

In RFP’s requiring the compliance of a good faith subcontracting plan, the State may require Proposers to submit information on their business relationships and arrangements with certified LaVet or Hudson Initiative subcontractors at the time of proposal review. Agreements between a Proposer and a certified LaVet or Hudson Initiative subcontractor in which the certified LaVet or Hudson Initiative subcontractor promises not to provide subcontracting quotations to other Proposers shall be prohibited.

If performing its evaluation of proposals, the State reserves the right to require a non-certified Proposer to provide documentation and information supporting a good faith subcontracting plan. Such proof may include contracts between Proposer and certified Veteran Initiative and/or Hudson Initiative subcontractor(s).

If a contract is awarded to a Proposer who proposed a good faith subcontracting plan, the using agency, the Louisiana Department of Economic Development (LED), or the Office of State Procurement (OSP) may audit Contractor to determine whether Contractor has complied in good faith with its subcontracting plan. The Contractor must be able to provide supporting documentation (i.e., phone logs, fax transmittals, letter, e-mails) to demonstrate its good faith subcontracting plan was followed. If it is determined at any time by the using agency, LED, or the OSP Director that the Contractor did not in fact perform in good faith its subcontracting plan, the contract award or the existing contract may be terminated.

The statutes (La. R.S. 39:2171 *et. seq.)* concerning the Veteran Initiative may be viewed at:

<http://www.legis.la.gov/Legis/Law.aspx?d=671504>.

The statutes (La. R.S. 39:2001 *et. seq.)* concerning the Hudson Initiative may be viewed at: <http://www.legis.la.gov/Legis/Law.aspx?d=96265>.

The rules for the Veteran Initiative (LAC 19:VII. Chapters 11 and 15) and for the Hudson Initiative (LAC 19:VIII Chapters 11 and 13) may be viewed at:

<http://www.doa.la.gov/pages/osp/se/secv.aspx>.

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/anonymous?guest_user=self_reg>.

This may be accessed from the State of Louisiana Procurement and Contract (LaPAC) Network:

<https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/vendor/VndPubMain.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.

### Cost Proposal

**AGENCY NOTE:** The State agency should provide a cost worksheet for the Proposers to use. The language in this section should be revised to align with the cost worksheet the agency will use to evaluate cost. Costs may be requested by project phase, by unit price, by task, or by deliverables; or this section may be adapted for social services, requiring a budget to be submitted by Proposers that is inclusive of all costs to provide the services under a cost reimbursement contract.

The Proposer shall provide the total cost, including but not limited to travel and project expenses, for providing all services described in the RFP. For information purposes only, the Proposer should provide for the project’s proposed staff: the total estimated number of hours by job classification, the billing rate by classification, hourly rate or unit cost and an estimated percentage of the effort that will be completed by a subcontractor (if applicable).

### Certification Statement

The Proposer must sign and submit Attachment I, the Certification Statement.

### Outsourcing of Key Internal Controls:

**AGENCY NOTE:** Agencies must evaluate their internal processes and determine whether the function being contracted for, or outsourced, is a key internal control. Some outsourced functions are critical to financial operations, critical to the mission of the user entity, some involve sensitive processes and others involve data security, confidentiality, integrity and availability.

If outsourcing the administration of an entire program, system or function, a key internal control may be outsourced. Without independent assurance on key controls, the State may be unable to monitor providers to ensure that systems and processes follow contract terms, comply with regulations, and ensure data confidentiality, integrity and availability. The State may be unable to prevent or detect unmet requirements, cost overruns, errors, financial misstatements, or fraud.

**The determination should be made by each agency in consultation with its finance and accounting section and internal audit section as well as OTS or the agency’s information technology section, depending on the service(s) being outsourced.**

Additional reference information is located on the DOA website. Please note that the policies are applicable to DOA contracts. Your agency may consider developing its own policies governing Outsourcing of Key Controls.

• DOA’s Outsourcing of Key Internal Control Policy No. OFSS-07

<http://www.doa.la.gov/ofss/_Forms/Outsourcing%20of%20Key%20Internal%20Control%20Policy.pdf>

• Evaluating Outsourced Function Decision Tree

<http://www.doa.la.gov/ofss/_Forms/Evaluating%20Outsourced%20Function%20Decision%20Tree.pdf>

Examples of services which may involve key internal controls include, but are not limited to:

• Account Receivable or Fee Payment Processing Services

• Call Center or Help Desk Services (involving sensitive or confidential information)

• Collection Agency Services

• Information System Hosting or System Services

• Management or Cloud Computing Services

• Medical or Insurance Claims Processing Services

• Payroll Processing Services

• Printing and Mailing Processing Services (involving sensitive or confidential

 information)

• Records Retention Services

If an agency determines that a key internal control is being outsourced, it should include language requiring an independent review from the prime Contractor and any subcontractor(s) involved in the outsourcing of the key internal control, the frequency of the review(s), and indicate which entity shall bear the cost of the review.

If a key internal control is being outsourced, OSP recommends inclusion of Option 1, 2, or 3 in the RFP.

If no key internal control is being outsourced, the agency should use Option 4.

**Option 1: SSAE 18**. SSAE 18 is the authoritative guidance for reporting on service organizations. SOC reports that result from SSAE 18 engagements have three different classifications: SOC 1, SOC 2, or SOC 3. Within these categories, the report can be Type 1 or Type 2.

Consider using an SSAE 18 SOC report when the total contract value exceeds $5 million and/or the Contractor will be handling sensitive or confidential information.

|  |  |  |
| --- | --- | --- |
|  | **Type 1*** Point in time reporting
* Report contains an opinion on the suitability of the design of the controls
 | **Type 2*** Specified period of time reporting
* Report contains an opinion on the suitability of the design and the operating effectiveness of the controls
 |
| **SOC 1** | Controls related to *financial* reporting. This report is intended for the State’s auditors and management. |
| **SOC 2** | Controls related to *security, availability, processing integrity, confidentiality, and/or privacy of the Contractor’s system(s)*.This report is intended for State staff that are knowledgeable about the service provided, how the Contractor’s system interacts with the State, the internal control and its limitations, and the criteria used. |
| **SOC 3** | Controls related to *security, availability, processing integrity, confidentiality, and/or privacy of the Contractor’s system(s)*. This report is intended for the *public*. |

For more information on the reports visit:

<https://www.aicpa.org/interestareas/frc/assuranceadvisoryservices/users.html>

<https://www.aicpa.org/content/dam/aicpa/interestareas/frc/assuranceadvisoryservices/downloadabledocuments/comparision-soc-1-3.pdf>

*Option 1 suggested language:*

The Proposer shall provide information regarding the company’s last audit, to include any SOC reports resulting from a Statement on Standards for Attestation Engagements No. 18 (SSAE 18). The cost of such audits shall be borne by the Proposer.

**Option 2: Independent Assurance**. An independent assurance would come from a third-party such as an Independent Verification and Validation (IV&V) contractor or a Quality Assurance (QA) contractor. The independent assurance may be in the form of a quality control plan, internal project or program reviews, or independent internal audits.

Consider using an independent assurance when the contract is less than $5 million and is critical to the operations of the section, but an SSAE 18 engagement resulting in a SOC report could be overly burdensome within the scope of the contract.

*Option 2 suggested language:*

The Proposer shall provide information regarding the company’s last audit, to include independent assurances from a third party. The cost of the audit shall be borne by the Proposer.

**Option 3: Contractor’s Assurance**. This type of assurance would be provided by the Contractor. The assurance may be in the form of a quality control plan, internal project or program reviews, or internal audits. The assurance should detail the processes, procedures, and metrics employed by the Contractor. This type of assurance should be regularly reviewed and validated by State staff monitoring the contract.

Consider using a Contractor’s assurance when the contract is less than $1 million and an independent assurance could be overly burdensome within the scope of the contract.

*Option 3 suggested language:*

The Proposer shall provide information regarding the company’s last audit, to include assurances from their internal audit division or other similar internal division. The cost of the audit shall be borne by the Proposer.

**Option 4: Not applicable**. If no key internal controls are being outsourced, keep the language below and delete Options 1-3.

*Option 4 suggested language:*

Not applicable to this RFP.

## Number of Copies of Proposals

**AGENCY NOTE:** The agency should take into account the number of evaluation committee members when considering additional copies. In addition, the agency may ask for electronic versions to be submitted on CDs or portable devices. Those instructions would be included below.

The State requests that Click here to enter the number of copies of the proposal that the Proposer must submit copies of the proposal be submitted to the RFP Coordinator at the address specified. At least one copy of the proposal shall contain original signatures of those company officials or agents duly authorized to sign proposals or contracts on behalf of the organization. A certified copy of a board resolution granting such authority should be submitted if the Proposer is a corporation. The proposal containing original signatures will be retained for incorporation into any contract resulting from this RFP.

## Technical and Cost Proposals

**AGENCY NOTE:** An agency may ask for the technical and cost proposals to be submitted under separate cover to be evaluated separately. Instructions for submitting separately would be inserted under this section. Sample language is below.

The State requests the following:

* One (1) Original (clearly marked “Original”) and Click here to enter the number of copies to be provided. numbered copies of the technical proposal. All should be clearly marked technical proposal.
* One (1) Original (clearly marked “Original”) and Click here to enter the number of copies to be provided numbered copies of the cost proposal. All should be clearly marked cost proposal.

## Legibility/Clarity

Responses to the requirements of this RFP in the formats requested are desirable with all questions answered in as much detail as practicable. The Proposer’s response should demonstrate an understanding of the requirements. Proposals prepared simply and economically, providing a straightforward, concise description of the Proposer’s ability to meet the requirements of the RFP are also desired. Each Proposer shall be solely responsible for the accuracy and completeness of its proposal.

## Confidential Information, Trade Secrets, and Proprietary Information

The designation of certain information as trade secrets and/or privileged or confidential proprietary information shall only apply to the technical portion of the proposal. The financial proposal will not be considered confidential under any circumstance. Any proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

For the purposes of this procurement, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et. seq.) shall be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this procurement shall be open to public inspection. Proposers are reminded that while trade secrets and other proprietary information they submit in conjunction with this procurement may not be subject to public disclosure, protections must be claimed by the Proposer at the time of submission of its Technical Proposal. Proposers should refer to the Louisiana Public Records Act for further clarification.

The Proposer shall clearly designate the part of the proposal that contains a trade secret and/or privileged or confidential proprietary information as “confidential” in order to claim protection, if any, from disclosure. The Proposer shall mark the cover sheet of the proposal with the following legend, specifying the specific section(s) of the proposal sought to be restricted in accordance with the conditions of the legend:

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

Further, to protect such data, each page containing such data shall be specifically identified and marked “CONFIDENTIAL”.

If the Proposer’s response contains confidential information, the Proposer should also submit a redacted copy of their proposal along with their original proposal. When submitting the redacted copy, the Proposer should clearly mark the cover as such - “REDACTED COPY.”. The redacted copy should also state which sections or information has been removed. The proposer should also submit one (1) electronic redacted copy of its proposal on a USB flash drive. The redacted copy of the proposal will be the copy produced by the State if a competing proposer or other person seeks review or copies of the Proposer’s confidential data.

If the Proposer does not submit the redacted copy, it will be assumed that any claim to keep information confidential is waived.

Proposers must be prepared to defend the reasons why the material should be held confidential. By submitting a proposal with data, information, or material designated as containing trade secrets and/or privileged or confidential proprietary information, or otherwise designated as “confidential”, the Proposer agrees to indemnify and defend (including attorney’s fees) the State and hold the State harmless against all actions or court proceedings that may ensue which seek to order the State to disclose the information.

The State reserves the right to make any proposal, including proprietary information contained therein, available to OSP personnel, the Office of the Governor, or other State Agencies or organizations for the sole purpose of assisting the State in its evaluation of the proposal. The State shall require said individuals to protect the confidentiality of any specifically identified proprietary information or privileged business information obtained as a result of their participation in these evaluations.

Additionally, any proposal that fails to follow this section and/or La. R.S. 44:3.2.(D)(1) shall have failed to properly assert the designation of trade secrets and/or privileged or confidential proprietary information and the information may be considered public records.

.

## Proposal Clarifications Prior to Submittal

### Pre-proposal Conference

**AGENCY NOTE:** Mandatory conferences are discouraged and are usually only held when it is critical for potential proposers to tour the site where the services will be performed.

A Click here to enter mandatory or non-mandatory pre-proposal conference will be held at Click here to enter the date, time, and location of the conference. The purpose of the conference shall be for Proposers to obtain clarification of the requirements of the RFP and to receive answers to relevant questions. Any firm or joint venture intending to submit a proposal Click here to enter “must” if the conference is mandatory or “should” if the conference is non-mandatory have at least one duly authorized representative attend the pre-proposal conference.

Although impromptu questions will be permitted and spontaneous answers will be provided during the conference, the only official answer or position of the State will be stated in writing in response to written questions. Potential Proposers should submit all questions in writing even if an answer has already been given to an oral question. After the conference, written questions will be researched and an official response will be posted at <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>.

**AGENCY NOTE:** Keep either the section listed immediately above or below this text box (Pre-proposal conference language or Not required). Delete the other.

Not required for this RFP.

### Proposer Inquiries

Written questions regarding RFP requirements or Scope of Services must be submitted to the RFP Coordinator listed below.

Click here to enter the name, title, mailing address, fax number, telephone number, and email address of the RFP Coordinator

The State will consider written inquiries and requests for clarification of the content of this RFP received from potential Proposers. Written inquiries must be received by the date and time specified in the Schedule of Events. The State shall reserve the right to modify the RFP should a change be identified that is in the best interest of the State.

Official responses to all questions submitted by potential Proposers will be posted by the date specified in the Schedule of Events at <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>.

**AGENCY NOTE:** If an agency wants to post the questions and answers on their agency website or another website, then the Internet link should be provided here.

Only Click here to enter the name of the authority or his/her designee has the authority to officially respond to a Proposer’s questions on behalf of the State. Any communications from any other individuals shall not be binding to the State.

Note: LaPAC is the State’s online electronic bid posting and notification system resident on the Office of State Procurement website <http://www.doa.la.gov/Pages/osp/Index.aspx>. In that LaPAC provides an immediate e-mail notification to subscribing Bidders/Proposers that a solicitation and any subsequent addenda have been let and posted, notice and receipt thereof is considered formally given as of their respective dates of posting. To receive the e-mail notification, Vendors/Proposers must register in the LaGov portal. Registration is intuitive at the following link: <https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymous?guest_user=self_reg>.

Help scripts are available on OSP website under vendor center at: <http://www.doa.la.gov/Pages/osp/vendorcenter/regnhelp/index.aspx>.

### Blackout Period

The blackout period is a specified period of time during a competitive sealed procurement process in which any Proposer, bidder, or its agent or representative, is prohibited from communicating with any state employee or contractor of the State involved in any step in the procurement process about the affected procurement. The blackout period applies not only to state employees, but also to any contractor of the State. “Involvement” in the procurement process includes but may not be limited to project management, design, development, implementation, procurement management, development of specifications, and evaluation of proposals for a particular procurement. All solicitations for competitive sealed procurements will identify a designated contact person, as per Proposer Inquiries section of this RFP. All communications to and from potential Proposers, bidders, vendors and/or their representatives during the blackout period must be in accordance with this solicitation’s defined method of communication with the designated contact person. The blackout period will begin upon posting of the solicitation. The blackout period will end when the contract is awarded.

In those instances in which a prospective Proposer is also an incumbent contractor, the State and the incumbent contractor may contact each other with respect to the existing contract only. Under no circumstances may the State and the incumbent contractor and/or its representative(s) discuss the blacked-out procurement.

Any bidder, Proposer, or state contractor who violates the blackout period may be liable to the State in damages and/or subject to any other remedy allowed by law.

Any costs associated with cancellation or termination will be the responsibility of the Proposer or bidder.

Notwithstanding the foregoing, the blackout period shall not apply to:

* A protest to a solicitation submitted pursuant to La. R.S. 39:1671;
* Duly noticed site visits and/or conferences for bidders or Proposers;
* Oral presentations during the evaluation process
* Communications regarding a particular solicitation between any person and staff of the procuring agency provided the communication is limited strictly to matters of procedure. Procedural matters include deadlines for decisions or submission of proposals and the proper means of communicating regarding the procurement, but shall not include any substantive matter related to the particular procurement or requirements of the RFP

## Error and Omissions in Proposal

The State reserves the right to seek clarification of any proposal for the purpose of identifying and eliminating minor irregularities or informalities.

## Changes, Addenda, Withdrawals

The State reserves the right to change the schedule of events or revise any part of the RFP by issuing an addendum to the RFP at any time. Addenda, if any, will be posted at <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>.

It shall be the responsibility of the Proposer to check the website for addenda to the RFP.

**AGENCY NOTE:** If an agency wants to post the questions and answers on their agency website or another website, then the Internet link should be provided here.

## 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 withdraw a proposal, a written request signed by the authorized representative of the Proposer must be submitted to the RFP coordinator identified in the RFP.

## Waiver of Administrative Informalities

The State shall reserve the right, at its sole discretion, to waive minor administrative informalities contained in any proposal.

## Proposal Rejection/RFP Cancellation

Issuance of this RFP in no way shall constitute a commitment by the State to award a contract. The State shall reserve the right to accept or reject, in whole or part, all proposals submitted and/or cancel this RFP if it is determined to be in the State’s best interest.

## Ownership of Proposal

All materials submitted in response to this RFP shall become the property of the State. Selection or rejection of a proposal shall not affect this right.

## Cost of Offer Preparation

The State shall not be liable for any costs incurred by Proposers prior to issuance of or entering into a contract. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the Proposer in responding to this RFP shall be entirely the responsibility of the Proposer and shall not be reimbursed in any manner by the State.

## Taxes

Contractor shall be responsible for payment of all applicable taxes from the funds to be received under contract awarded from this RFP.

In accordance with R.S. 39:1624(A)(10), the Louisiana Department of Revenue must determine that the prospective contractor is current in the filing of all applicable tax returns and reports and in payment of all taxes, interest, penalties, and fees owed to the state and collected by the Department of Revenue prior to the approval of the contract by the Office of State Procurement. The prospective contractor shall attest to its current and/or prospective compliance by signing the Certification Statement, Attachment I, submitted with its proposal, and also agrees to provide its seven-digit LDR Account Number to the contracting agency so that the prospective contractor’s tax payment compliance status may be verified. The prospective contractor further acknowledges understanding that issuance of a tax clearance certificate by the Louisiana Department of Revenue is a necessary precondition to the approval and effectiveness of the contract by the Office of State Procurement. The contracting agency reserves the right to withdraw its consent to the contract without penalty and proceed with alternate arrangements should the vendor fail to resolve any identified apparent outstanding tax compliance discrepancies with the Louisiana Department of Revenue within seven (7) days of such notification.

## Determination of Responsibility

Determination of the Proposer’s responsibility relating to this RFP shall be made according to the standards set forth in LAC 34:2536. The State must find that the selected Proposer:

* Has adequate financial resources for performance, or has the ability to obtain such resources as required during performance;
* Has the necessary experience, organization, technical qualifications, skills, and facilities, or has the ability to obtain them;
* 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
* 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.

## Use of Subcontractors

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, shall acknowledge in their proposals total responsibility for the entire contract.

If the Proposer intends to subcontract for portions of the work, the Proposer shall 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, if requested by the State. The prime Contractor shall be the single point of contact for all subcontract work.

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 State.

## Written or Oral Discussions/Presentations

The State, at its sole discretion, may require all Proposers reasonably susceptible of being selected for the award to provide an oral presentation of how they propose to meet the agency’s program objectives. Commitments made by the Proposer at the oral presentation, if any, will be considered binding.

**AGENCY NOTE:** The agency must explain how the presentations will be scored. The agency reserves the right to adjust the original scores based upon information received in the presentation, using the original evaluation criteria; or the agency may assign a specific number of points, using different criteria which you identify here, and add the presentation score to the original score to determine the highest scoring proposal. Keep in mind that Hudson/Veterans points must be 12% of the total points, if applicable to this procurement.

## Acceptance of Proposal Content

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 rejected from further consideration.

## Evaluation and Selection

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

The evaluation team may consult subject matter expert(s) to serve in an advisory capacity regarding any Proposer or proposal. Such input may include, but not be limited to, analysis of Proposer financial statements, review of technical requirements, or preparation of cost score data.

## Best and Final Offers (BAFO)

**AGENCY NOTE:** It is recommended that an agency reserve the right to use a BAFO process. If you plan to use the BAFO process, you must identify the criteria you will evaluate and the associated weights, if different from the initial scoring criteria and weights, when the BAFO is released.

The State reserves the right to conduct a BAFO with one or more Proposers identified by the evaluation committee to be reasonably susceptible of being selected for an award. If conducted, the Proposers selected will receive written notification of their selection, a list of specific items to address in the BAFO, and instructions for submittal. The BAFO negotiation may be used to assist the State in clarifying the scope of work or to obtain the most cost effective pricing available.

**The written invitation to participate in BAFO will not obligate the State to a commitment to enter into a contract.**

## Contract Award and Execution

The State reserves the right to enter into a contract based on the initial offers received without further discussion of the proposals submitted. The State reserves the right to contract for all or a partial list of services offered in the proposals.

The RFP, including any addenda added, and the selected proposal shall become part of the contract initiated by the State.

The selected Proposer shall be expected to enter into a contract that is substantially the same as the Sample Contract, Attachment II. A Proposer shall not submit its own standard contract terms and conditions as a response to this RFP. The Proposer should submit in its proposal any exceptions or contract deviations that its firm wishes to negotiate. Negotiations may coincide with the announcement of the selected Proposer.

**AGENCY NOTE:** The number of days listed in the paragraph below must match the number of days provided for in the Certification Statement.

If the contract negotiation period exceeds Click here to enter the max number of business days for the contract negotiation period business days, or if the selected Proposer fails to sign the final contract within Click here to enter the max number of business days for the final contract to be signed business days of delivery, the State may elect to cancel the award and award the contract to the next-highest-ranked Proposer.

## Notice of Intent to Award

The Evaluation Team shall compile the scores and make a recommendation to the head of the agency on the basis of the responsive and responsible Proposer(s) with the highest score(s).

The State will notify the successful Proposer(s) and proceed to negotiate terms for final contract(s). Unsuccessful Proposers will be notified in writing accordingly.

The proposals received (except for that information appropriately designated as confidential in accordance with R.S. 44.1 et seq), scores of each proposal considered along with a summary of scores, 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.

Any person aggrieved by the proposed award has the right to submit a protest in writing to the Chief Procurement Officer within fourteen (14) calendar days after the agency issues a Notice of Intent to award a contract.

The award of a contract shall be subject to the approval of the Division of Administration, Office of State Procurement.

**AGENCY NOTE:** If multiple awards are planned, agency should include the following statement, and, if the award is by region, component, district, etc., agency should explain on what basis the awards will be made.

The State reserves the right to make multiple awards.

## Right to Prohibit Award

In accordance with the provisions of R.S. 39:2192, any public entity shall be authorized to reject a proposal from, or not award a 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 RFP awarded under the laws governing public contracts under the provisions of Chapter 10 of Title 38 of the Louisiana Revised Statutes of 1950, and all contracts under Title 39, Chapter 17 of the Louisiana Procurement Code, including contracts for professional, personal, consulting, and social services.

## Insurance Requirements for Contractors

**AGENCY NOTE:** Agencies should discuss with the Office of Risk Management (ORM) any specific insurance requirements and amend this section to meet their needs. The below language is based on ORM contracts for their own agency.

Insurance shall be placed with insurers with an A.M. Best’s rating of no less than A-: VI.

This rating requirement shall be waived for Worker’s Compensation coverage only.

### Contractor's Insurance

The Contractor shall purchase and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors. The cost of such insurance shall be included in the total contract amount.

### Minimum Scope and Limits of Insurance

#### Workers Compensation

Workers Compensation insurance shall be in compliance with the Workers Compensation law of the State of the Contractor’s headquarters. Employers Liability is included with a minimum limit of $1,000,000 per accident/per disease/per employee. If work is to be performed over water and involves maritime exposure, applicable LHWCA, Jones Act, or other maritime law coverage shall be included. A.M. Best's insurance company rating requirement may be waived for workers compensation coverage only.

#### Commercial General Liability

Commercial General Liability insurance, including Personal and Advertising Injury Liability and Products and Completed Operations, shall have a minimum limit per occurrence of $1,000,000 and a minimum general annual aggregate of $2,000,000. The Insurance Services Office (ISO) Commercial General Liability occurrence coverage form CG 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. Claims-made form is unacceptable.

#### Professional Liability (Errors and Omissions)

Professional Liability (Error & Omissions) insurance, which covers the professional errors, acts, or omissions of the Contractor, shall have a minimum limit of $1,000,000. Claims-made coverage is acceptable. The date of the inception of the policy must be no later than the first date of the anticipated work under the contract. It shall provide coverage for the duration of the contract and shall have an expiration date no earlier than 30 days after the anticipated completion of the contract. The policy shall provide an extended reporting period of not less than 36 months from the expiration date of the policy, if the policy is not renewed.

#### Automobile Liability

Automobile Liability Insurance shall have a minimum combined single limit per accident of $1,000,000. ISO form number CA 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. This insurance shall include third-party bodily injury and property damage liability for owned, hired and non‑owned automobiles.

#### Cyber Liability

Cyber liability insurance, including first-party costs, due to an electronic breach that compromises the State’s confidential data shall have a minimum limit per occurrence of $1,000,000. Claims-made coverage is acceptable. The date of the inception of the policy must be no later than the first date of the anticipated work under the contract. It shall provide coverage for the duration of the contract and shall have an expiration date no earlier than 30 days after the anticipated completion of the contract. The policy shall provide an extended reporting period of not less than 36 months from the expiration date of the policy, if the policy is not renewed. The policy shall not be cancelled for any reason, except non-payment of premium.

### Deductibles and Self‑Insured Retentions

Any deductibles or self-insured retentions must be declared to and accepted by the Agency. The Contractor shall be responsible for all deductibles and self-insured retentions.

### Other Insurance Provisions

The policies are to contain, or be endorsed to contain, the following provisions:

#### Commercial General Liability, Automobile Liability, and Cyber Liability Coverages

The Agency, its officers, agents, employees and volunteers shall be named as an additional insured as regards negligence by the Contractor. ISO Forms CG 20 10 (for ongoing work) AND CG 20 37 (for completed work) (current forms approved for use in Louisiana), or equivalents, are to be used when applicable. The coverage shall contain no special limitations on the scope of protection afforded to the Agency.

The Contractor’s insurance shall be primary as respects the Agency, its officers, agents, employees and volunteers for any and all losses that occur under the contract. Any insurance or self-insurance maintained by the Agency shall be excess and non-contributory of the Contractor’s insurance.

#### Workers Compensation and Employers Liability Coverage

To the fullest extent allowed by law, the insurer shall agree to waive all rights of subrogation against the Agency, its officers, agents, employees and volunteers for losses arising from work performed by the Contractor for the Agency.

#### All Coverages

All policies must be endorsed to require 30 days written notice of cancellation to the Agency. Ten-day written notice of cancellation is acceptable for non-payment of premium. Notifications shall comply with the standard cancellation provisions in the Contractor’s policy. In addition, Contractor is required to notify Agency of policy cancellations or reductions in limits.

The acceptance of the completed work, payment, failure of the Agency to require proof of compliance, or Agency’s acceptance of a non-compliant certificate of insurance shall not release the Contractor from the obligations of the insurance requirements or indemnification agreement.

The insurance companies issuing the policies shall have no recourse against the Agency for payment of premiums or for assessments under any form of the policies.

Any failure of the Contractor to comply with reporting provisions of the policy shall not affect coverage provided to the Agency, its officers, agents, employees and volunteers.

### Acceptability of Insurers

All required insurance shall be provided by a company or companies lawfully authorized to do business in the jurisdiction in which the Project is located. Insurance shall be placed with insurers with an A.M. Best's rating of **A-:VI or higher**. This rating requirement may be waived for workers compensation coverage only.

If at any time an insurer issuing any such policy does not meet the minimum A.M. Best rating, the Contractor shall obtain a policy with an insurer that meets the A.M. Best rating and shall submit another Certificate of Insurance within 30 days.

### Verification of Coverage

Contractor shall furnish the Agency with Certificates of Insurance reflecting proof of required coverage. The Certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The Certificates are to be received and approved by the Agency before work commences and upon any contract renewal or insurance policy renewal thereafter.

The Certificate Holder shall be listed as follows:

State of Louisiana

Click here to enter the Agency Name, Its Officers, Agents, Employees and Volunteers

Click here to enter the Agency’s address, city, state, and zip code.

Click here to enter the Project or Contract #

In addition to the Certificates, Contractor shall submit the declarations page and the cancellation provision for each insurance policy. The Agency reserves the right to request complete certified copies of all required insurance policies at any time.

Upon failure of the Contractor to furnish, deliver and maintain required insurance, the contract, at the election of the Agency, may be suspended, discontinued or terminated. Failure of the Contractor to purchase and/or maintain any required insurance shall not relieve the Contractor from any liability or indemnification under the contract.

### Subcontractors

Contractor shall include all subcontractors as insureds under its policies OR shall be responsible for verifying and maintaining the Certificates provided by each subcontractor. Subcontractors shall be subject to all of the requirements stated herein. The Agency reserves the right to request copies of subcontractor’s Certificates at any time.

### Workers Compensation Indemnity

In the event Contractor is not required to provide or elects not to provide workers compensation coverage, the parties hereby agree that Contractor, its owners, agents and employees will have no cause of action against, and will not assert a claim against, the State of Louisiana, its departments, agencies, agents and employees as an employer, whether pursuant to the Louisiana Workers Compensation Act or otherwise, under any circumstance. The parties also hereby agree that the State of Louisiana, its departments, agencies, agents and employees shall in no circumstance be, or considered as, the employer or statutory employer of Contractor, its owners, agents and employees. The parties further agree that Contractor is a wholly independent contractor and is exclusively responsible for its employees, owners, and agents. Contractor hereby agrees to protect, defend, indemnify and hold the State of Louisiana, its departments, agencies, agents and employees harmless from any such assertion or claim that may arise from the performance of the contract.

## Duty To Defend

Upon notice of any claim, demand, suit, or cause of action against the State, alleged to arise out of or be related to this Contract, Contractor shall investigate, handle, respond to, provide defense for, and defend at its sole expense, even if the claim, demand, suit, or cause of action is groundless, false, or fraudulent. The State may, but is not required to, consult with or assist the Contractor, but this assistance shall not affect the Contractor’s obligations, duties, and responsibilities under this section. Contractor shall obtain the State’s written consent before entering into any settlement or dismissal.

## Liability and Indemnification

### Contractor Liability

Contractor shall be liable without limitation to the State for any and all injury, death, damage, loss, destruction, damages, costs, fines, penalties, judgments, forfeitures, assessments, expenses (including attorney fees), obligations, and other liabilities of every name and description, which may occur or in any way arise out of any act or omission of Contractor, its owners, agents, employees, partners or subcontractors.

### Force Majeure

It is understood and agreed that neither party can foresee the exigencies beyond the control of each party which arise by reason of an Act of God or force majeure; therefore, neither party shall be liable for any delay or failure in performance beyond its control resulting from an Act of God or force majeure. The State shall determine whether a delay or failure results from an Act of God or force majeure based on its review of all facts and circumstances. The parties shall use reasonable efforts, including but not limited to, use of continuation of operations plans (COOP), business continuity plans, and disaster recovery plans, to eliminate or minimize the effect of such events upon the performance of their respective duties under this Contract.

### Indemnification

Contractor shall fully indemnify and hold harmless the State, without limitation, for any and all injury, death, damage, loss, destruction, damages, costs, fines, penalties, judgments, forfeitures, assessments, expenses (including attorney fees), obligations, and other liabilities of every name and description, which may occur or in any way arise out of any act or omission of Contractor, its owners, agents, employees, partners or subcontractors. The Contractor shall not indemnify for the portion of any loss or damage arising from the State’s act or failure to act.

### Intellectual Property Indemnification

Contractor shall fully indemnify and hold harmless the State, without limitation, from and against damages, costs, fines, penalties, judgments, forfeitures, assessments, expenses (including attorney fees), obligations, and other liabilities in any action for infringement of any intellectual property right, including but not limited to, trademark, trade-secret, copyright, and patent rights.

When a dispute or claim arises relative to a real or anticipated infringement, the Contractor, at its sole expense, shall submit information and documentation, including formal patent attorney opinions, as required by the State.

If the use of the product, material, service, or any component thereof is enjoined for any reason or if the Contractor believes that it may be enjoined, Contractor, while ensuring appropriate migration and implementation, data integrity, and minimal delays of performance, shall at its sole expense and in the following order of precedence: (i) obtain for the State the right to continue using such product, material, service, or component thereof; (ii) modify the product, material, service, or component thereof so that it becomes a non-infringing product, material, or service of at least equal quality and performance; (iii) replace the product, material, service, or component thereof so that it becomes a non-infringing product, material, or service of at least equal quality and performance; or, (iv) provide the State monetary compensation for all payments made under the Contract related to the infringing product, material, service, or component, plus for all costs incurred to procure and implement a non-infringing product, material, or service of at least equal quality and performance. Until this obligation has been satisfied, the Contractor remains in default.

The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon the State’s unauthorized: i) modification or alteration of the product, material or service; ii) use of the product, material or service in combination with other products not furnished by Contractor; or, iii) use of the product, material or service in other than the specified operating conditions and environment.

### Limitations of Liability

For all claims against the Contractor not governed by any other provision of this Section, regardless of the basis on which the claim is made, the Contractor's liability for direct damages shall be limited to two times the maximum dollar amount of the Contract.

The Contractor shall not be liable for incidental, indirect, special, or consequential damages, unless otherwise specifically enumerated herein, or in a resulting task order or purchase order mutually agreed upon between the parties. In no circumstance shall the State be liable for incidental, indirect, special, or consequential damages; lost profits; lost revenue; or lost institutional operating savings.

### Other Remedies

If the Contractor fails to perform in accordance with the terms and conditions of this Contract, or if any lien or claim for damages, penalties, costs and the like is asserted by or against the State, then, upon notice to the Contractor, the State may pursue all remedies available to it at law or equity, including retaining monies from amounts due the Contractor and proceeding against any surety of the Contractor.

## Payment

**AGENCY NOTE:** Agencies have many ways in which to structure the payment terms, but keep in mind paid invoices must match the terms outlined in the contract or the agency could face audit findings for improper payments or for paying disallowed costs.

The agency may choose from the following language (5 samples total), and delete the remaining unused language. Some language requires the agency to insert information.

**AGENCY NOTE:** Sample for Negotiated terms.

**AGENCY NOTE:** Sample for Negotiated terms. **(Sample 1)**

Payment terms shall be negotiated with the successful Proposer.

**AGENCY NOTE:** If there are certain terms that won’t be negotiated, include those here to go with the above statement.

**AGENCY NOTE:** Sample for Maximum Contract Amount. **(Sample 2)**

 Payments are predicated upon successful completion and written approval by the State of the described tasks and deliverables as provided in Sections 2.3 Deliverable and 2.4 Technical requirements (as applicable). Payments will be made to the Contractor after the State approves in writing the work performed and the submitted invoice. Payment will be made only after Click here to enter the name of the approver or designee approves the invoice for payment. The State will make every reasonable effort to make payments within 30 calendar days of an approved invoice that falls under a valid contract.

**AGENCY NOTE:** Sample for submitting invoices and payment terms. **(Sample 3)**

During the execution of tasks contained in the Statement of Work, the Contractor may submit invoices, not more frequently than monthly. The payment terms shall be as follows:

Click here to enter the negotiated hourly rate or payment terms

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.

**AGENCY NOTE:** Sample for withholding retainage. **(Sample 4)**

The following paragraph may be appropriate for contracts where retainage is withheld. Withholding of retainage is recommended whenever possible.

A retainage fee of ten percent (10%) shall be withheld from each approved invoice pending successful completion of the contract. Upon satisfactory completion of all tasks contained in the Statement of Work, retained funds will be paid.

**AGENCY NOTE:** Sample for reimbursed at hourly billable rate and travel. **(Sample 5)**

During the execution of tasks contained in the Scope of Services, the Contractor may submit invoices, not more frequently than monthly. The payment terms shall be as follows:

Payments to the Contractor for services rendered for this Project shall be based on a certified and itemized invoice showing line item costs incurred. Any labor charges for approved services shall include the names of the employees, their classification, and the time worked. These shall be reimbursed at the approved billable rate for that classification established from the Contractor’s Proposal. These rates shall be used for the duration of the Contract. Travel shall be reimbursed according with the State Travel Regulations. State will allow adjustments for travel and other detailed costs between Tasks, up to the maximum established from the Contractor’s proposed costs.

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.

### Electronic Vendor Payment Solutions

The State desires to make payment to the awarded Proposer(s) electronically. The method of payment may be via EFT, a method in which payment is sent directly from the State’s bank to the payee’s bank. Please see Attachment III: Electronic Vendor Payment Solution for additional information regarding electronic payment methods and registration.

## Termination

**AGENCY NOTE: This section shall not be altered or deleted.**

### Termination of the Contract for Cause

State may terminate the Contract for cause based upon the failure of the Contractor to comply with the terms and/or conditions of the Contract; provided the State shall give the Contractor written notice specifying the Contractor’s failure. If within thirty (30) calendar 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) calendar 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 the 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.

### Termination of the Contract for Convenience

The State may terminate the Contract at any time without penalty by giving thirty (30) calendar 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.

### Termination for Non-Appropriation of Funds

The continuation of the contract shall be 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.

## Assignment

No Contractor shall assign any interest in the contract by assignment, transfer, or novation, without prior written consent of the State. This provision shall not be construed to prohibit the Contractor from assigning to a bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the State.

## Right to Audit

The State legislative auditor, federal auditors and internal auditors of the Department of Click here to enter Agency name., Division of Administration, or others so designated by the DOA, shall have the option to audit all accounts directly pertaining to the resulting contract for a period of five (5) years from the date of final payment or as required by applicable State and Federal law. Records shall be made available during normal working hours for this purpose.

## Civil Rights Compliance

**AGENCY NOTE: This section shall not be altered or deleted.**

The Contractor agrees to abide by the requirements of the following as applicable: Title VI of the Civil Rights Act of 1964 and Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972, Federal Executive Order 11246 as amended, the 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 Discrimination Act of 1975, the Fair Housing Act of 1968 as amended, and Contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990.

Contractor agrees not to discriminate in its employment practices, and will render services under the contract without regard to race, color, religion, sex, sexual orientation, national origin, veteran status, political affiliation, disability, or age in any matter relating to employment. Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of the contract.

## Record Ownership

All records, reports, documents, or other material related to any contract resulting from this RFP and/or obtained or prepared by the Contractor in connection with the performance of the services contracted for herein shall become the property of the State and shall, upon request, be returned by the Contractor to the State, at the Contractor’s expense, at termination or expiration of the contract.

## Entire Agreement/ Order of Precedence

The contract, together with the RFP and addenda issued thereto by the State, the proposal submitted by the Contractor in response to the State’s RFP, and any exhibits specifically incorporated herein by reference, shall constitute the entire agreement between the parties with respect to the subject matter.

In the event of any inconsistent or incompatible provisions, this signed agreement (excluding the RFP and the Contractor’s proposal) shall take precedence, followed by the provisions of the RFP, and then by the terms of the Contractor’s proposal.

## Contract Modifications

No amendment or variation of the terms of the 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 shall be binding on any of the parties.

## Substitution of Personnel

The Contractor's personnel assigned to the Contract shall not be replaced without the prior written consent of the State. Such consent shall not be unreasonably withheld or delayed provided an equally qualified replacement is offered. In the event that any State or Contractor personnel become unavailable due to resignation, illness, or other factors, excluding assignment to a project outside the contract, outside of the State's or Contractor's reasonable control, as the case may be, the State or the Contractor shall be responsible for providing an equally qualified replacement in time to avoid delays in completing tasks. The Contractor will make every reasonable attempt to assign the personnel listed in his proposal.

## Governing Law

**AGENCY NOTE: This section shall not be altered or deleted.**

The 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 the contract shall be in the Nineteenth Judicial District Court, Parish of East Baton Rouge, State of Louisiana.

## Claims or Controversies

**AGENCY NOTE: This section shall not be altered or deleted.**

Any claim or controversy arising out of the contract shall be resolved by the provisions of Louisiana Revised Statutes 39:1672.2-1672.4.

## Code of Ethics

Proposers shall be responsible for determining that there will be no conflict or violation of the Louisiana 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.

## Corporate Requirements

If the Contractor is a corporation not incorporated under the laws of the State of Louisiana, the Contractor shall have obtained a certificate of authority pursuant to R. S. 12:301-302 from the Louisiana’s Secretary of State. 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 Louisiana’s Secretary of State.

## Prohibition of Discriminatory Boycotts of Israel

In preparing its response, the Proposer has considered all proposals submitted from qualified, potential subcontractors and suppliers, and has not, in the solicitation, selection, or commercial treatment of any subcontractor or supplier, refused to transact or terminated business activities, or taken other actions intended to limit commercial relations, with a person or entity that is engaging in commercial transactions in Israel or Israeli-controlled territories, with the specific intent to accomplish a boycott or divestment of Israel. Proposer also has not retaliated against any person or other entity for reporting such refusal, termination, or commercially limiting actions. The State reserves the right to reject the response of the Proposer if this certification is subsequently determined to be false, and to terminate any contract awarded based on such a false response.

## Security

Contractor’s personnel shall comply with all security regulations in effect at the State’s premises and externally for materials and property belonging to the State or to the project.  Where special security precautions are warranted (e.g., correctional facilities), the State shall provide such procedures to the Contractor, accordingly.

The Contractor shall comply with the Office of Technology Services’ Information Security Policy at <http://www.doa.la.gov/Pages/ots/InformationSecurity.aspx>.

### CYBERSECURITY TRAINING

In accordance with La. R.S. 42:1267(B)(3) and the State of Louisiana’s Information Security Policy, if the Contractor, any of its employees, agents, or subcontractors will have access to State government information technology assets, the Contractor’s employees, agents, or subcontractors with such access must complete cybersecurity training annually, and the Contractor must present evidence of such compliance annually and upon request. The Contractor may use the cybersecurity training course offered by the Louisiana Department of State Civil Service without additional cost or may use any alternate course approved in writing by the Office of Technology Services.

For purposes of this Section, “access to State government information technology assets” means the possession of credentials, equipment, or authorization to access the internal workings of State information technology systems or networks. Examples would include but not be limited to State-issued laptops, VPN credentials to credentials to access the State network, badging to access the State’s telecommunications closets or systems, or permissions to maintain or modify IT systems used by the State. Final determination of scope inclusions or exclusions relative to access to State government information technology assets will be made by the Office of Technology Services.

# SCOPE OF WORK/SERVICES

## Scope of Work

**AGENCY NOTE:** This part of the document is the most critical. The scope of work should give the Proposer sufficient information regarding the required outcomes so that a proposal can be prepared to the best of the Proposers’ ability. This section should focus on WHAT must be done rather than HOW to do it. Concentrate on work functions that must be supported and information that must be produced. Avoid restrictive clauses that limit the Contractor to one way of performing the services. Provide a narrative description of the contract’s goals or agenda. The scope of work sets measurable limits as to what the State can demand and what a Contractor must perform in order to be compensated.

Examples of items a scope of work may contain:

• an outline of the extent of work

• brief overview of the steps of the project

• brief description of the methodology used

• description of the location of the work or where the work will be performed

• a price breakdown

• list requirements and needs

• describe all work elements

• describe pertinent previous efforts

• describe known risks

• describe reporting requirements

• describe schedules

• describe work products

• describe need for formal meetings

• describe any technical data or IT requirements

• describe the criteria for determining whether the requirements have been met

• detail if a final report is due

## Task and Services

**AGENCY NOTE:** List and describe generally the nature of the tasks and services to be performed by the Contractor.

## Deliverables

**AGENCY NOTE:** List and describe the project deliverables; required and/or expected outcomes; include any required timetables.

When and/or where a deliverable is due may affect cost. Be sure to use specifics such as weekly/monthly instead of saying “timely.” Remember to specify if days are business or calendar days.

## Technical Requirements

**AGENCY NOTE:** Describe and address any technical needs and constraints related to the project for IT related consulting services. If this solicitation is not for IT related consulting services, just add the following: Not applicable to this RFP.

Will the Proposer’s system need to interface with the agency’s/state’s system? If so, be sure to include the specifications. The winning Proposer may also need to maintain hardware and software compatibility with the agency’s/state’s system(s).

## Project Requirements

**AGENCY NOTE:** Describe what the state agency’s requirements are in regard to how the project will be structured and managed. This will include items such as: project management responsibility; progress and time reporting; issue management and control; project staffing and organization; resources to be provided by the state agency and the Contractor; etc.

# EVALUATION

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.

**AGENCY NOTE:** Clearly define how the proposal will be evaluated, including weighted evaluation criteria. The criteria should correlate to the information that Proposers are requested to submit and must promote open and fair competition, be clearly defined, and be applied consistently to all Proposers.

The point allocation below is a suggestion. The agency should consider the importance of each criteria to this RFP when assigning points. Cost should be 25% of the total points unless otherwise justified to OSP.

The Evaluation Team will evaluate and score the proposals using the criteria and scoring as follows:

**AGENCY NOTE:** Adjust the criteria and maximum score below as appropriate to the RFP.

\*Use 25 if 25 is the maximum points to be assigned to cost (update the language in Section 3.1 if the points allocated to cost are changed).

|  |  |
| --- | --- |
| **Criteria** | **Maximum Score** |
| Company Background and Experience | 13 |
| Approach and Methodology | 35 |
| Proposed Staff Qualifications | 15 |
| Louisiana Veteran and/or Hudson Initiative* *Up to 10 points available for Hudson-certified Proposers;*
* *Up to 12 points available for Veteran-certified Proposers;*
* *If no Veteran-certified Proposers, those two points are not awarded.*

*See Section 3.2 for details.* | 12 |
| Cost | 25 |
| **TOTAL SCORE** | **100** |

The proposal will be evaluated in light of the material and the substantiating evidence presented to the State, not on the basis of what may be inferred.

Proposer must receive a minimum score of Click here to enter 50% of the total technical categories points reserved for this RFP points (50%) of the total available points in the technical categories of Company Background and Experience, Approach and Methodology and Proposed Staff Qualifications to be considered responsive to the RFP. **Proposals not meeting the minimum score shall be rejected and not proceed to further Cost or Louisiana Veteran and/or Hudson Initiative evaluation.**

The scores for the Financial Proposals, Technical Proposals and Veteran and Hudson Initiative will be combined to determine the overall score. The Proposer with the highest overall score will be recommended for award.

## Cost Evaluation

The Proposer with the lowest total cost shall receive 25 points. Other Proposers shall receive cost points based upon the following formula.

CCS = (LPC/TCP x 25)

 Where: CCS = Computed Cost Score (points) for Proposer being evaluated

 LPC = Lowest Proposed Cost of all Proposers

 TCP = Total Cost of Proposer being evaluated

**AGENCY NOTE:** If it is not clearly evident, you must describe how you will determine “Total Cost” to be used in the evaluation. Are you adding the price for each task or deliverable together, or are you using a sealed model to be applied to hourly rates, etc.?

## Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Participation

**AGENCY NOTE:** This section should not be used if the funding source being utilized includes restrictions, (i.e. FEMA funds, HUD funds, etc.).

To calculate the points to be awarded, agencies shall use this worksheet:

****

1. Twelve percent (12%) of the total evaluation points in this RFP are reserved for Proposers who are certified small entrepreneurships, or who will engage the participation of one or more certified small entrepreneurships as subcontractors. Reserved points shall be added to the applicable Proposers’ evaluation score as follows:
2. Proposer Status and Allotment of Reserved Points
3. If the Proposer is a certified Veterans Initiative small entrepreneurship, the Proposer shall receive points equal to twelve percent (12%) of the total evaluation points in this RFP.
4. If the Proposer is a certified Hudson Initiative small entrepreneurship, the Proposer shall receive points equal to ten percent (10%) of the total evaluation points in this RFP.
5. If the Proposer demonstrates its intent to use certified small entrepreneurship(s) in the performance of contract work resulting from this solicitation, the Proposer shall receive points equal to the net percentage of contract work which is projected to be performed by or through certified small entrepreneurship subcontractors, multiplied by the appropriate number of evaluation points.
6. The total number of points awarded pursuant to this Section shall not exceed twelve percent (12%) of the total number of evaluation points in this RFP.

If the Proposer is a certified Veterans Initiative or Hudson Initiative small entrepreneurship, the Proposer must note this in its proposal in order to receive the full amount of applicable reserved points.

If the Proposer is not a certified small entrepreneurship, but has engaged one (1) or more Veterans Initiative or Hudson Initiative certified small entrepreneurship(s) to participate as subcontractors, the Proposer shall provide the following information for each certified small entrepreneurship subcontractor in order to obtain any applicable Veterans Initiative or Hudson Initiative points:

1. Subcontractor’s name;
2. A detailed description of the work to be performed; and
3. The anticipated dollar value of the subcontract for the three-year contract term.

***Note*** *– it is not mandatory to have a Veterans Initiative or Hudson Initiative certified small entrepreneurship subcontractor. However, it is mandatory to include this information in order to receive any allotted points when applicable.*

If multiple Veterans Initiative or Hudson Initiative subcontractors will be used, the above required information should be listed for each subcontractor. The Proposer should provide a sufficiently detailed description of each subcontractor’s work so the Department is able to determine if there is duplication or overlap, or if the subcontractor’s services constitute a distinct scope of work from each other subcontractor(s).

# PERFORMANCE STANDARDS

## Performance Requirements

**AGENCY NOTE:** To be defined by the agency. Indicate when reports, schedules, and specific tasks are to be performed, if applicable.

## Performance Measurement/Evaluation/Monitoring Plan

### Performance Measures/Evaluation:

**AGENCY NOTE:** To be defined by the agency**.** Do not request information that will not be evaluated.

### Monitoring Plan:

**AGENCY NOTE:** To be defined by the agency. Do not request information that will not be evaluated.

## Veteran and Hudson Initiative Programs Reporting Requirements

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

If a contract is awarded to a Proposer who proposed a good faith subcontracting plan, the using agency, the Louisiana Department of Economic Development (LED), or the Office of State Procurement (OSP) may audit Contractor to determine whether Contractor has complied in good faith with its subcontracting plan. The Contractor must be able to provide supporting documentation (i.e., phone logs, fax transmittals, letter, e-mails) to demonstrate its good faith subcontracting plan was followed. If it is determined at any time by the using agency, LED, or the OSP Director that the Contractor did not in fact perform in good faith its subcontracting plan, the contract award or the existing contract may be terminated.

ATTACHMENT I: CERTIFICATION STATEMENT

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. The Proposer should identify the Contact name and fill in the information below: (Print Clearly)

|  |  |  |
| --- | --- | --- |
| A. | Official Contact Name: |  |
| B. | E-mail Address: |  |
| C. | Facsimile Number with area code: | ( ) |
| D. | US Mail Address: |  |

Proposer shall certify that the above information is true and shall grant permission to the State or Agencies to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer shall certify that:

1. The information contained in its response to this RFP is accurate;
2. Proposer shall comply with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein;
3. Proposer shall accept the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.
4. Proposer's quote shall be valid for at least 90 calendar days from the date of proposal's signature below;
5. Proposer understands that if selected as the successful Proposer, he/she will have Click here to enter the number of days the Contractor has to negotiate the Contract per RFP section number 1.29 Contract Award and Execution business days in which to complete contract negotiations, if any, and Click here to enter the number of days the Contractor has to sign the final Contract per RFP section number 1.29 Contract Award and Execution business days from the date of delivery of final contract to execute the final contract document.
6. Proposer shall certify, 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 2 CFR §200 Subpart F. (A list of parties who have been suspended or debarred can be viewed via the internet at <https://www.sam.gov>.)
7. Proposer understands that, if selected as a contractor, the Louisiana Department of Revenue must determine that it is current in the filing of all applicable tax returns and reports and in payment of all taxes, interest, penalties, and fees owed to the state and collected by the LDR. Proposer shall comply with R.S. 39:1624(A)(10) by providing its seven-digit LDR account number in order for tax payment compliance status to be verified.
8. Proposer further acknowledges its understanding that issuance of a tax clearance certificate by LDR is a necessary precondition to the approval of any contract by the Office of State Procurement. The contracting agency reserves the right to withdraw its consent to any contract without penalty and proceed with alternate arrangements, should a prospective contractor fail to resolve any identified outstanding tax compliance discrepancies with the LDR within seven (7) days of such notification.
9. Proposer certifies and agrees that the following information is correct: In preparing its response, the Proposer has considered all proposals submitted from qualified, potential subcontractors and suppliers, and has not, in the solicitation, selection, or commercial treatment of any subcontractor or supplier, refused to transact or terminated business activities, or taken other actions intended to limit commercial relations, with a person or entity that is engaging in commercial transactions in Israel or Israeli-controlled territories, with the specific intent to accomplish a boycott or divestment of Israel. Proposer also has not retaliated against any person or other entity for reporting such refusal, termination, or commercially limiting actions. The State reserves the right to reject the response of the Proposer if this certification is subsequently determined to be false, and to terminate any contract awarded based on such a false response.
10. Proposer certifies that the cost submitted was independently arrived at without collusion.

|  |  |
| --- | --- |
| Signature of Proposer or Authorized Representative  |  |
| Typed or Printed Name: |  |
| Date: |  |
| Title: |  |
| Company Name: |  |
| Address: |  |
| City: |  | State: |  | Zip: |  |

ATTACHMENT II: SAMPLE CONTRACT

**AGENCY NOTE:** If services are for IT services, see OSP website for a sample contract that may serve agency’s needs more appropriately.

**CONTRACT BETWEEN STATE OF LOUISIANA**

**NAME OF DEPARTMENT/AGENCY**

Click here to enter the Department/Agency name

**AND**

**CONTRACTOR NAME**

Click here to enter the Contractor name

**CONTRACT NUMBER *(ISIS/LAGOV)***

Click here to enter the contract number

**TYPE OF SERVICES TO BE PROVIDED**

PROFESSIONAL SERVICES [ ]  CONSULTING SERVICES [ ]  SOCIAL SERVICES [ ]  PERSONAL SERVICES [ ]

**CONTRACTOR (Legal Name if Corporation)** **FEDERAL EMPLOYER TAX ID NUMBER**

Click here to enter the Contractor Click here to enter the Contractor’s FEIN

 **STATE LDR ACCOUNT #**

 Click here to enter the State LDR Account Number

**STREET ADDRESS TELEPHONE NUMBER**

Click here to enter the Contractor’s street address Click here to enter the Contractor’s telephone number

**CITY** Click here to enter the Contractor’s city **STATE** Click here to enter the Contractor’s state **ZIP CODE** Click here to enter the Contractor’s zip code

**TERM OF CONTRACT**

This Contract shall begin onClick here to enter the begin date of the contract and shall end on Click here to enter the end date of the contract. The State has the right to extend this Contract up to a total of three years with the concurrence of the Contractor and all appropriate approvals. With all proper approvals and concurrence of the Contractor, the State 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 thirty-six (36) month term, prior 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 State Procurement (OSP) to extend contract terms beyond the initial 3-year term. The 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.

**COMPENSATION AND MAXIMUM AMOUNT OF CONTRACT**

In consideration of the services required by this Contract, the State hereby agrees to pay to Contractor a maximum fee of $ Click here to enter the maximum contract amount, over multiple years as follows: Click here to enter the multi-year contract breakdown. Payments are predicated upon successful completion of the services described in *Description of Services* and acceptance of deliverables described in *Acceptance of Deliverables*; receipt of an invoice; and written approval of Click here to enter the Name of agency’s designee.

The State shall make every reasonable effort to make payments within Click here to enter the number of days the State will make payments within. 25 business days is recommended of receiving an invoice. Contractor shall comply with the Division of Administration State General Travel Regulations, as set forth in the Division of Administration Policy and Procedure Memorandum No. 49.

**PROHIBITION AGAINST ADVANCE PAYMENTS**

No compensation or payment of any nature shall be made in advance of services actually performed, unless allowed by law.

**GOALS AND OBJECTIVES**

Click here to list goals and objectives of this contract.

**DESCRIPTION OF SERVICES**

Contractor agrees to furnish services to State as specified in this Section and in any attachments.

Click here to enter a summary description of the services the contractor will provide. Define scope of work, services, tasks and services, deliverables, functional requirements, technical requirements or project requirements to be provided by the Contractor composed from RFP and Proposers’ Proposal. This information may be included in an attachment if detail is lengthy.

A full description of the scope of services is contained in the following documents, which are made a part of this Contract:

* Statement of Work
* Contractor Personnel and Other Resources
* State Furnished Resources

**DELIVERABLES**

The Contract will be considered complete when Contractor has delivered and State has accepted all deliverables specified in the Statement of Work.

**ACCEPTANCE OF DELIVERABLES**

Deliverables shall be submitted, reviewed, and accepted according to the following procedure:

1. *General.* The State shall accept work performed in accordance with the Statement of Work and/or as subsequently modified in State-approved documents.
2. *Submittal and Review*. Contractor shall provide written notification to the State Project Director that a Deliverable is completed, and available for review and acceptance.

Upon Contractor’s written notification, the State Project Director shall review the Deliverable within Click here to enter the number of days the State will review the Deliverable within. 10 business days is recommended. Within this period, the State Project Director shall direct the appropriate review process; coordinate any review outside the Project team; and present results to any appropriate committee(s) for acceptance. The review process shall be comprehensive—identifying all items that must be modified or added.

1. *Acceptance or Rejection*. A Deliverable shall be considered accepted unless, within the Click here to enter the number of days the State will review the Deliverable within. 10 business days is recommended. The amount of days listed here must match the number of days listed in B, the State Project Director notifies the Contractor in writing that the Deliverable is rejected and specifies the items that, if modified or added, will cause the Deliverable to be accepted. A failure to submit all or any essential part of a Deliverable shall be cause for rejection of the Deliverable.
2. *Resubmitting Deliverables*. Contractor shall provide written notification to the State Project Director when the Contractor resubmits a Deliverable for acceptance. The State Project Director shall review the resubmitted Deliverable within Click here to enter the number of days the State will review the resubmitted Deliverable within. 5 business days is recommended. A resubmitted Deliverable shall be considered accepted unless, within this period, the State Project Director notifies the Contractor in writing that the resubmitted Deliverable is rejected and specifies the items that, if modified or added, will cause the resubmitted Deliverable to be accepted. The parties shall repeat this process until the resubmitted Deliverable is accepted, or the State determines that the Contractor has breached the Contract and places the Contractor in default.

**TERMS OF PAYMENT**

The Contractor may submit invoices, not more frequently than monthly. If progress and/or completion of services are provided to the satisfaction of the initiating Office/Facility, payments are to be made as follows:

Click here to enter the terms of payment. Payment terms that can be negotiated with the Contractor are payment by task, payment by schedule, and/or payment by percentage. Any one or a combination of these is acceptable as long as payment is related to the successful completion of services described in Description of Services and/or accepted deliverables described in Acceptance of Deliverables.

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.

**PAYMENT WILL BE MADE ONLY UPON APPROVAL OF**

Click here to enter the title only of the personnel who will approve payments

**VETERAN/HUDSON SMALL ENTREPRENEURSHIP PROGRAM PARTICIPATION**

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

**SUBSTITUTION OF KEY PERSONNEL**

The Contractor's personnel assigned to this Contract shall not be replaced without the written consent of the State. Such consent shall not be unreasonably withheld or delayed provided an equally qualified replacement is offered. In the event that any State or Contractor personnel become unavailable due to resignation, illness, or other factors, excluding assignment to project outside this contract, outside of the State's or Contractor's reasonable control, as the case may be, the State or the Contractor, shall be responsible for providing an equally qualified replacement in time to avoid delays in completing tasks. The Contractor will make every reasonable attempt to assign the personnel listed in his proposal.

**STATE FURNISHED RESOURCES**

State shall appoint a Project Manager for this Contract who will provide oversight of the activities conducted hereunder. Notwithstanding the Contractor’s responsibility for management during the performance of this Contract, the assigned Project Manager shall be the principal point of contact on behalf of the State and will be the principal point of contact for Contractor concerning Contractor’s performance under this Contract

**TAXES**

Before the Contract may be approved, La. R.S. 39:1624(A)(10) requires the Office of State Procurement to determine that the Contractor is current in the filing of all applicable tax returns and reports and in the payment of all taxes, interest, penalties, and fees owed to the State and collected by the Department of Revenue. The Contractor shall provide its seven-digit LDR Account Number to the State for this determination. The State’s obligations are conditioned on the Contractor resolving any identified outstanding tax compliance discrepancies with the Louisiana Department of Revenue within seven (7) days of such notification. If the Contractor fails to resolve the identified outstanding tax compliance discrepancies within seven days of notification, then the using agency may proceed with alternate arrangements without notice to the Contractor and without penalty.

**TERMINATION FOR CAUSE**

Should the State determine that the Contractor has failed to comply with the Contract’s terms, the State may terminate the Contract for cause by giving the Contractor written notice specifying the Contractor’s failure. If the State determines that the failure is not correctable, then the Contract shall terminate on the date specified in such notice. If the State determines that the failure may be corrected, the State shall give a deadline for the Contractor to make the correction. If the State determines that the failure is not corrected by the deadline, then the State may give additional time for the Contractor to make the corrections or the State may notify the Contractor of the Contract termination date.

If the Contractor seeks to terminate the Contract, the Contractor shall file a complaint with the Chief Procurement Officer under La. R.S. 39:1672.2-1672.4.

**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 a termination date. Contractor shall be entitled to payment for deliverables in progress, to the extent the State determines that the work is acceptable.

**REMEDIES FOR DEFAULT**

Any claim or controversy arising out of this Contract shall be resolved by the provisions of LSA - R.S. 39:1672.2 - 1672.4.

**GOVERNING LAW**

This Contract shall be governed by and interpreted in accordance with the laws of the State of Louisiana, including but not limited to La. R.S. 39:1551-1736; rules and regulations; executive orders; standard terms and conditions, special terms and conditions, and specifications listed in the RFP (if applicable); and this Contract. Venue of any action brought, after exhaustion of administrative remedies, with regard to this Contract shall be in the Nineteenth Judicial District Court, Parish of East Baton Rouge, State of Louisiana.

**E-VERIFY**

Contractor acknowledges and agrees to comply with the provisions of La. R.S. 38:2212.10 and federal law pertaining to E-Verify in the performance of services under this Contract.

**OWNERSHIP OF WORK PRODUCT**

All software, data files, documentation, records, worksheets, or any other related materials developed under this Contract shall become the property of the State upon creation. All material related to the Contract and/or obtained or prepared by Contractor in connection with the performance of the services contracted for herein shall become the property of State, and shall be returned by Contractor to State, at Contractor's expense, at termination or expiration of the Contract.

**DATA/RECORD RETENTION**

Contractor shall retain all its books, records, and other documents relevant to this Contract and the funds expended hereunder for at least five (5) years after final payment, or as required by applicable Federal law, if Federal funds are used to fund this Contract. Contractor shall comply with all applicable State and Federal laws regarding data retention and provide for a transition period that accommodates all data retention requirements of the State, including data retained and length of retention, following Contract termination, regardless of the reason for Contract termination. Additionally, all State data must be sanitized in compliance with the most currently approved revision of NIST SP 800-66.

**RECORD OWNERSHIP**

All records, reports, documents and other material delivered or transmitted to Contractor by State shall remain the property of State, and shall be returned by Contractor to State, at Contractor's expense, at termination or expiration of the Contract. All material related to the Contract and/or obtained or prepared by Contractor in connection with the performance of the services contracted for herein shall become the property of State, and shall be returned by Contractor to State, at Contractor's expense, at termination or expiration of the Contract.

**CONTRACTOR’S COOPERATION**

The Contractor has the duty to fully cooperate with the State and provide any and all requested information, documentation, etc. to the State when requested. This applies even if this Contract is terminated and/or a lawsuit is filed. Specifically, the Contractor shall not limit or impede the State’s right to audit or shall not withhold State owned documents.

**ASSIGNABILITY**

Contractor may assign its interest in the proceeds of this Contract to a bank, trust company, or other financial institution. Within ten (10) calendar days of the assignment, the Contractor shall provide notice of the assignment to the State and the Office of State Procurement. The State will continue to pay the Contractor and will not be obligated to direct payments to the assignee until the State has processed the assignment.

Except as stated in the preceding paragraph, Contractor shall only transfer an interest in the Contract by assignment, novation, or otherwise, with prior written consent of the State. The State’s written consent of the transfer shall not diminish the State’s rights or the Contractor’s responsibilities and obligations.

**RIGHT TO AUDIT**

Any authorized agency of the State (e.g. Office of the Legislative Auditor, Inspector General's Office, etc.) and of the Federal Government has the right to inspect and review all books and records pertaining to services rendered under this contract for a period of five years from the date of final payment under the prime contract and any subcontract. The Contractor and subcontractor shall maintain such books and records for this five-year period and cooperate fully with the authorized auditing agency. Contractor and subcontractor shall comply with federal and state laws authorizing an audit of their operations as a whole, or of specific program activities.

**FISCAL FUNDING**

The continuation of this Contract is contingent upon the appropriation of funds 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 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.

**NON-DISCRIMINATION**

Contractor agrees to abide by the requirements of the following as applicable and amended: Title VI of the Civil Rights Act of 1964 and Title VII of the Civil Rights Act of 1964; Equal Employment Opportunity Act of 1972; Federal Executive Order 11246; the Rehabilitation Act of 1973; the Vietnam Era Veteran's Readjustment Assistance Act of 1974; Title IX of the Education Amendments of 1972; Age Discrimination Act of 1975; Fair Housing Act of 1968; and, Americans with Disabilities Act of 1990.

Contractor agrees not to discriminate in its employment practices, and shall render services under this Contract without regard to race, color, religion, sex, sexual orientation, national origin, veteran status, political affiliation, disability, or age in any matter relating to employment. 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.

**CONTINUING OBLIGATION**

Contractor has a continuing obligation to disclose any suspensions or debarment by any government entity, including but not limited to General Services Administration (GSA). Failure to disclosed may constitute grounds for suspension and/or termination of the Contract and debarment from future Contracts.

**ELIGIBILITY STATUS**

Contractor, and each tier of Subcontractors, shall certify that it is not on the List of Parties Excluded from Federal Procurement or Nonprocurement Programs promulgated in accordance with E.O.s 12549 and 12689, "Debarment and Suspension," as set forth at 24 CFR part 24.

**CONFIDENTIALITY**

Contractor shall protect from unauthorized use and disclosure all information relating to the State's operations and data (e.g. financial, statistical, personal, technical, etc.) that becomes available to the Contractor in carrying out this Contract. Contractor shall use protecting measures that are the same or more effective than those used by the State. Contractor is not required to protect information or data that is publicly available outside the scope of this Contract; already rightfully in the Contractor's possession; independently developed by the Contractor outside the scope of this Contract; or rightfully obtained from third parties.

Under no circumstance shall the Contractor discuss and/or release information to the media concerning this project without prior express written approval of the State.

**AMENDMENTS**

Any modification to the provisions of this Contract shall be in writing, signed by all parties, and approved by the required authorities.

**PROHIBITED USE OF FUNDS**

Contractor shall not use funds received for services rendered under this Contract to urge an elector to vote for or against any candidate or proposition on an election ballot, or to lobby for or against any matter the Louisiana Legislature or a local governing authority is considering to become law. This provision shall not prevent the normal dissemination of factual information relative to any proposition on an election ballot or any matter being considered by the Louisiana Legislature or a local governing authority.

**SUBCONTRACTORS**

The Contractor may, with prior written permission from the State, enter into subcontracts with third parties for the performance of any part of the Contractor’s duties and obligations. In no event shall the existence of a subcontract operate to release or reduce the liability of the Contractor to the State and/or State Agency for any breach in the performance of the Contractor's duties. The Contractor will be the single point of contact for all subcontractor work.

**PROHIBITION OF DISCRIMINATORY BOYCOTTS OF ISRAEL**

In accordance with La. R.S. 39:1602.1, for any contract for $100,000 or more and for any Contractor with five or more employees, Contractor, or any Subcontractor, shall certify it is not engaging in a boycott of Israel, and shall, for the duration of this Contract, refrain from a boycott of Israel.

The State reserves the right to terminate this Contract if the Contractor, or any Subcontractor, engages in a boycott of Israel during the term of the Contract.

**DUTY TO DEFEND**

Upon notice of any claim, demand, suit, or cause of action against the State, alleged to arise out of or be related to this Contract, Contractor shall investigate, handle, respond to, provide defense for, and defend at its sole expense, even if the claim, demand, suit, or cause of action is groundless, false, or fraudulent. The State may, but is not required to, consult with or assist the Contractor, but this assistance shall not affect the Contractor’s obligations, duties, and responsibilities under this section. Contractor shall obtain the State’s written consent before entering into any settlement or dismissal.

**LIABILITY AND INDEMNIFICATION**

**CONTRACTOR LIABILITY**

Contractor shall be liable without limitation to the State for any and all injury, death, damage, loss, destruction, damages, costs, fines, penalties, judgments, forfeitures, assessments, expenses (including attorney fees), obligations, and other liabilities of every name and description, which may occur or in any way arise out of any act or omission of Contractor, its owners, agents, employees, partners or subcontractors.

**FORCE MAJEURE**

It is understood and agreed that neither party can foresee the exigencies beyond the control of each party which arise by reason of an Act of God or force majeure; therefore, neither party shall be liable for any delay or failure in performance beyond its control resulting from an Act of God or force majeure. The State shall determine whether a delay or failure results from an Act of God or force majeure based on its review of all facts and circumstances. The parties shall use reasonable efforts, including but not limited to, use of continuation of operations plans (COOP), business continuity plans, and disaster recovery plans, to eliminate or minimize the effect of such events upon the performance of their respective duties under this Contract.

**INDEMNIFICATION**

Contractor shall fully indemnify and hold harmless the State, without limitation, for any and all injury, death, damage, loss, destruction, damages, costs, fines, penalties, judgments, forfeitures, assessments, expenses (including attorney fees), obligations, and other liabilities of every name and description, which may occur or in any way arise out of any act or omission of Contractor, its owners, agents, employees, partners or subcontractors. The Contractor shall not indemnify for the portion of any loss or damage arising from the State’s act or failure to act.

**INTELLECTUAL PROPERTY INDEMNIFICATION**

Contractor shall fully indemnify and hold harmless the State, without limitation, from and against damages, costs, fines, penalties, judgments, forfeitures, assessments, expenses (including attorney fees), obligations, and other liabilities in any action for infringement of any intellectual property right, including but not limited to, trademark, trade-secret, copyright, and patent rights.

When a dispute or claim arises relative to a real or anticipated infringement, the Contractor, at its sole expense, shall submit information and documentation, including formal patent attorney opinions, as required by the State.

If the use of the product, material, service, or any component thereof is enjoined for any reason or if the Contractor believes that it may be enjoined, Contractor, while ensuring appropriate migration and implementation, data integrity, and minimal delays of performance, shall at its sole expense and in the following order of precedence: (i) obtain for the State the right to continue using such product, material, service, or component thereof; (ii) modify the product, material, service, or component thereof so that it becomes a non-infringing product, material, or service of at least equal quality and performance; (iii) replace the product, material, service, or component thereof so that it becomes a non-infringing product, material, or service of at least equal quality and performance; or, (iv) provide the State monetary compensation for all payments made under the Contract related to the infringing product, material, service, or component, plus for all costs incurred to procure and implement a non-infringing product, material, or service of at least equal quality and performance. Until this obligation has been satisfied, the Contractor remains in default.

The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon the State’s unauthorized: i) modification or alteration of the product, material or service; ii) use of the product, material or service in combination with other products not furnished by Contractor; or, iii) use of the product, material or service in other than the specified operating conditions and environment.

**LIMITATIONS OF LIABILITY**

For all claims against the Contractor not governed by any other provision of this Section, regardless of the basis on which the claim is made, the Contractor's liability for direct damages shall be limited to two times the maximum dollar amount of the Contract.

The Contractor shall not be liable for incidental, indirect, special, or consequential damages, unless otherwise specifically enumerated herein, or in a resulting task order or purchase order mutually agreed upon between the parties. In no circumstance shall the State be liable for incidental, indirect, special, or consequential damages; lost profits; lost revenue; or lost institutional operating savings.

**OTHER REMEDIES**

If the Contractor fails to perform in accordance with the terms and conditions of this Contract, or if any lien or claim for damages, penalties, costs and the like is asserted by or against the State, then, upon notice to the Contractor, the State may pursue all remedies available to it at law or equity, including retaining monies from amounts due the Contractor and proceeding against any surety of the Contractor.

**STAFF INSURANCE**

Contractor shall procure and maintain for the duration of the Contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be included in the total Contract amount. For insurance requirements, refer to Exhibit A.

**LICENSES AND PERMITS**

Contractor shall secure and maintain all licenses and permits, and pay inspection fees required to do the work required to complete this Contract.

**SECURITY**

Contractor's personnel shall always comply with all security regulations in effect at the State's premises, and externally for materials belonging to the State or to the project. Contractor is responsible for reporting any breach of security to the State promptly.

**CYBERSECURITY TRAINING**

In accordance with La. R.S. 42:1267(B)(3) and the State of Louisiana’s Information Security Policy, if the Contractor, any of its employees, agents, or subcontractors will have access to State government information technology assets, the Contractor’s employees, agents, or subcontractors with such access must complete cybersecurity training annually, and the Contractor must present evidence of such compliance annually and upon request. The Contractor may use the cybersecurity training course offered by the Louisiana Department of State Civil Service without additional cost or may use any alternate course approved in writing by the Office of Technology Services.

For purposes of this Section, “access to State government information technology assets” means the possession of credentials, equipment, or authorization to access the internal workings of State information technology systems or networks. Examples would include but not be limited to State-issued laptops, VPN credentials to credentials to access the State network, badging to access the State’s telecommunications closets or systems, or permissions to maintain or modify IT systems used by the State. Final determination of scope inclusions or exclusions relative to access to State government information technology assets will be made by the Office of Technology Services.

**CODE OF ETHICS**

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 agrees to immediately notify the state if potential violations of the Code of Governmental Ethics arise at any time during the term of this Contract.

**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.

**OUTSOURCING OF KEY INTERNAL CONTROLS**

*(Applicable if outsourcing a key internal control. Note that if the scope of work involves information technology, the IT/Data Processing contract template should be used instead, along with this language)*

The State of Louisiana /State Agency will also require the Contractor and /or subcontractors, if performing a key internal control, to submit to an independent SSAE 18 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.

The Contractor could 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.

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 indicated audit. The audit firm will submit a final report on controls placed in operations for the project and 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. Such audits may be performed annually during the term of the contract. The Contractor agrees to implement recommendations as suggested by the audits within three months of report issuance at no cost to the State Agency. Cost of the SSAE 18 audit is to be included in the cost being proposed in response to this RFP.

**HEADINGS**

Descriptive headings in this Contract are for convenience only and shall not affect the construction or meaning of contractual language.

**ENTIRE AGREEMENT AND ORDER OF PRECEDENCE**

This Contract, (together with the Request for Proposals and addenda issued thereto by the State, the proposal submitted by the Contractor in response to the State's Request for Proposals, and any exhibits specifically incorporated herein by reference) constitutes the entire agreement between the parties with respect to the subject matter.

This Contract shall, to the extent possible, be construed to give effect to all provisions contained therein: however, where provisions are in conflict, first priority shall be given to the provisions of the Contract, excluding the Request for Proposals and the Proposal; second priority shall be given to the provisions of the Request for Proposals and amendments thereto; and third priority shall be given to the provisions of the Proposal.

**CONTRACT APPROVAL**

This Contract is not effective until executed by all parties and approved in writing by the Office of State Procurement, in accordance with LSA-R.S.39:1595.1.

**INSURANCE REQUIREMENTS FOR CONTRACTORS**

See Exhibit A.

The cost of such insurance shall be included in the total Contract amount.

THUS DONE AND SIGNED AT Baton Rouge, Louisiana on the day, month and year first written above. IN WITNESS WHEREOF, the parties have executed this Agreement.

|  |  |  |
| --- | --- | --- |
| WITNESSES SIGNATURES:  |  | STATE AGENCY SIGNATURE: |
|  |  | By: |  |
|  |  | Title: |  |
| WITNESSES SIGNATURES:  |  | CONTRACTOR SIGNATURE: |
|  |  | By: |  |
|  |  | Title: |  |

**OPTIONAL FEDERAL REQUIREMENTS**

**ANTI-KICKBACK CLAUSE**

Contractor agrees to adhere to the mandate dictated by the Copeland "Anti-Kickback" Act which provides that each Contractor or subgrantee shall be prohibited from inducing, by any means, any person employed in the completion of work, to give up any part of the compensation to which he is otherwise entitled.

**CLEAN AIR ACT**

Contractor agrees to adhere to the provisions which require compliance with all applicable standards, orders or requirements issued under Section 306 of the Clean Air Act which prohibits the use under nonexempt Federal contracts, grants or loans of facilities included on the EPA list of Violating Facilities.

**ENERGY POLICY AND CONSERVATION ACT**

Contractor recognizes the mandatory standards and policies relating to energy efficiency with are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act (P.L. 94-163).

**CLEAN WATER ACT**

Contractor agrees to adhere to all applicable standards, orders, or requirements issued under Section 508 of the Clean Water Act which prohibits the use under nonexempt Federal contracts, grants, or loans of facilities included on the EPA List of Violating Facilities.

**STATEMENT OF WORK**

**SCOPE OF SERVICES**

Contractor shall perform services according to the terms of this Contract and according to the Statement of Work (SOW) in Attachment Click here to enter the Attachment identification letter or number .

**INTRODUCTION**

Click here to enter a brief description of project and a general description of its scope and objectives. Other topics which may be appropriate to include are: background, relationship of project to department plans and programs, purpose of system being implemented, problems system is intended to address, etc.

**DESCRIPTION OF SERVICES/TASKS**

Click here to describe tasks or services to be performed by Contractor in terms of scope and expected outcomes or results. This may involve description of major project phases or subsystems.

**SCHEDULE REQUIREMENTS**

Click here to describe major schedule milestones, such as: project start, when work plan shall be finalized and approved, project phases, dates for contract deliverables, implementation target date, etc.

**PERFORMANCE MEASURES AND MONITORING PLAN**

Click here to d*escribe the performance measures to be taken during the project and monitoring plan*.

The performance of the contract will be measured by the State Project Manager, authorized on behalf of the State, to evaluate the Contractor’s performance against the criteria in the Statement of Work and are identified as:

Click here to list performance measures which should be measurable and time bound.

**MONITORING PLAN**

Click here to enter the Name and Title or Position will monitor the services provided by the Contractor and the expenditure of funds under this Contract. Click here to enter the Name and Title or Position will be primarily responsible for the day-to-day contact with the Contractor and day-to-day monitoring of the Contractor’s performance.

**DELIVERABLES**

Contractor agrees to provide the following deliverables within the time frames specified herein:

Click here to list the project deliverables with a description of each deliverable. More information can be placed in a separate attachment or included by reference to the specific Request for Proposals and/or the proposal provisions.

**CONTRACTOR PERSONNEL AND OTHER RESOURCES**

**CONTRACTOR RESOURCES**

Contractor agrees to provide the following Contract related resources:

1. *Project Manager*. Contractor shall provide a project manager to provide day-to-day management of project tasks and activities, coordination of Contractor support and administrative activities, and for supervision of Contractor employees. The project manager shall possess the technical and functional skills and knowledge to direct all aspects of the project.
2. *Key Personnel*. Contractor shall assign staff who possess the knowledge, skills, and abilities to successfully perform assigned tasks. Individuals to be assigned by the Contractor are listed in Attachment III.
3. *Personnel Changes*. Contractor's Project Manager and other key personnel assigned to this Contract shall not be replaced without the written consent of the State. Such consent shall not be unreasonably withheld or delayed provided an equally qualified replacement is offered. In the event that any State or Contractor personnel become unavailable due to resignation, illness or other factors, excluding assignment to project outside this contract, outside of the State's or Contractor's reasonable control, as the case may be, the State or the Contractor, as the case may be, shall be responsible for providing an equally qualified replacement in time to avoid delays to the work plan.
4. *Other Resources*. Contractor shall provide other resources as specified in Attachment Click here to enter the Attachment identification letter or number. .

**CONTRACTOR PERSONNEL**

The following individuals are assigned to the project, on a full time basis (unless otherwise indicated), and in the capacities set forth below:

Name Company Responsibilities Classification Rate Expected Duration

Click here to enter all personnel, including subcontractors, who shall be assigned to the project. Personnel who shall be assigned at a future date may be listed by job classification. Contract may also specify qualifications for each unnamed person.

**STATE FURNISHED RESOURCES**

**STATE FURNISHED RESOURCES**

The State shall make available to the Contractor for use in fulfillment of this contract those resources described in Attachment Click here to enter the Attachment identification letter or number.

ATTACHMENT III: ELECTRONIC VENDOR PAYMENT SOLUTION

In an effort to increase efficiencies and effectiveness as well as be strategic in utilizing technology and resources for the State and Contractors, the State intends to make all payments to Contractors electronically. The LaCarte procurement card will be used for purchases of $5,000 and under, and where feasible, over $5,000. Contractors will have a choice of receiving electronic payment for all other payments by selecting the Electronic Funds Transfer (EFT). If you receive an award and do not currently accept the LaCarte card or have not already enrolled in EFT, you will be asked to comply with this request by choosing either the LaCarte Procurement Cart and/or EFT. You may indicate your acceptance below.

The **LaCarte** Procurement Card uses a Visa card platform. Contractors receive payment from state agencies using the card in the same manner as other Visa card purchases. Contractors cannot process payment transactions through the credit card clearinghouse until the purchased products have been shipped or received or the services performed.

For all statewide and agency term contracts:

* Under the LaCarte program, purchase orders are not necessary. Orders must be placed against the net discounted products of the contract. All contract terms and conditions apply to purchases made with LaCarte.
* If a purchase order is not used, the Contractor must keep on file a record of all LaCarte purchases issued against this contract during the contract period. The file must contain the particular item number, quantity, line total and order total. Records of these purchases must be provided to the Office of State Procurement on request.

**EFT** payments are sent from the State’s bank directly to the payee’s bank each weekday. The only requirement is that you have an active checking or savings account at a financial institution that can accept Automated Clearing House (ACH) credit files and remittance information electronically. Additional information and an enrollment form is available by contacting the Office of Statewide Reporting & Accounting Policy at DOA-OSRAP-EFT@la.gov.

To facilitate this payment process, you will need to complete and return the EFT enrollment form.

If an award is made to your company, please check which option you will accept or indicate if you are already enrolled.

**Payment Type Will Accept Already Enrolled**

LaCarte \_\_\_\_\_\_ \_\_\_\_\_\_

EFT \_\_\_\_\_\_ \_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name of Individual Authorized

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Authorized Signature for payment type chosen Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email address and phone number of authorized individual