THE ATTACHED RFP TEMPLATE IS TO BE USED **BY NON-LESA AGENCIES** FOR THE PROCUREMENT OF SUPPLIES, SERVICES, OR MAJOR REPAIRS, INCLUDING BUT NOT LIMITED TO THE PROCUREMENT OF HIGH TECHNOLOGY ACQUISITIONS OR OF COMPLEX SERVICES;

OR

WHEN CONTRACTING WITH A GROUP PURCHASING ORGANIZATION;

OR

FOR THE PROCUREMENT OF MEDICAL AND LABORATORY SUPPLIES AND MEDICAL EQUIPMENT REQUIRED FOR THE PURPOSE OF DIAGNOSIS OR DIRECT TREATMENT OF A PATIENT BY A HEALTH CARE PROVIDER IN A HOSPITAL OR CLINICAL SETTING.

**Non-LESA Agencies**

**Complex Service**

**RFP Format Boilerplate**

**Revised 07.16.2024**

**REQUEST FOR PROPOSAL**

**INDICATE NAME**

**OF**

**SERVICE/PROPOSAL**



**Solicitation Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Proposal Opening Date: \_\_\_\_\_\_\_\_\_\_\_**

**Proposal Opening Time: \_\_\_\_\_\_\_\_\_\_\_**

**State of Louisiana**

**[Agency Name]**

**(date of issuance)**

**TABLE OF CONTENTS**

[PART I: ADMINISTRATIVE AND GENERAL INFORMATION 6](#_Toc174541897)

[1.1 Purpose 6](#_Toc174541898)

[1.2 Background 6](#_Toc174541899)

[1.3 Goals and Objectives 6](#_Toc174541900)

[1.4 Term of Contract 6](#_Toc174541901)

[1.5 Definitions 7](#_Toc174541902)

[1.5.1 Acronyms 8](#_Toc174541903)

[1.6 Schedule of Events 8](#_Toc174541904)

[1.7 Proposal Submittal 9](#_Toc174541905)

[1.8 Proposal Response Format 9](#_Toc174541906)

[1.9 Number of Response Copies 11](#_Toc174541907)

[1.10 Legibility/Clarity 11](#_Toc174541908)

[1.11 Confidential Information, Trade Secrets, and Proprietary Information 11](#_Toc174541909)

[1.12 Proposal Clarifications Prior to Submittal 13](#_Toc174541910)

[1.12.1 Pre-Proposal Conference 13](#_Toc174541911)

[1.12.2 Proposer Inquiry Periods 13](#_Toc174541912)

[1.12.3 Blackout Period 14](#_Toc174541913)

[1.13 Errors and Omissions in Proposal 15](#_Toc174541914)

[1.14 Proposal Guarantee 15](#_Toc174541915)

[1.15 Performance Bond 16](#_Toc174541916)

[1.16 Fidelity Bond Requirements 16](#_Toc174541917)

[1.17 Changes, Addenda, Withdrawals 17](#_Toc174541918)

[1.18 Withdrawal of Proposal 17](#_Toc174541919)

[1.19 Material in the RFP 17](#_Toc174541920)

[1.20 Waiver of Administrative Informalities 17](#_Toc174541921)

[1.21 Proposal Rejection 17](#_Toc174541922)

[1.22 Ownership of Proposal 18](#_Toc174541923)

[1.23 Cost of Offer Preparation 18](#_Toc174541924)

[1.24 Non-negotiable Contract Terms 18](#_Toc174541925)

[1.25 Taxes 18](#_Toc174541926)

[1.26 Proposal Validity 18](#_Toc174541927)

[1.27 Prime Contractor Responsibilities 18](#_Toc174541928)

[1.28 Use of Subcontractors 18](#_Toc174541929)

[1.29 Written or Oral Discussions/Presentations 19](#_Toc174541930)

[1.30 Acceptance of Proposal Content 19](#_Toc174541931)

[1.31 Independent Price Determination 19](#_Toc174541932)

[1.32 Evaluation and Selection 19](#_Toc174541933)

[1.33 Best and Final Offers (BAFO) 20](#_Toc174541934)

[1.34 Contract Negotiations 20](#_Toc174541935)

[1.35 Contract Award and Execution 21](#_Toc174541936)

[1.36 Notice of Intent to Award 21](#_Toc174541937)

[1.38 Insurance Requirements 22](#_Toc174541939)

[1.39 Subcontractor Insurance 22](#_Toc174541940)

[1.40 Liability and Indemnification 22](#_Toc174541941)

[1.40.1 Contractor Liability 22](#_Toc174541942)

[1.40.2 Force Majeure 22](#_Toc174541943)

[1.40.3 Indemnification 23](#_Toc174541944)

[1.40.4 Intellectual Property Indemnification 23](#_Toc174541945)

[1.40.5 Limitations of Liability 23](#_Toc174541946)

[1.40.6 Other Remedies 24](#_Toc174541947)

[1.41 Payment 24](#_Toc174541948)

[1.41.1 Payment for Services 24](#_Toc174541949)

[1.41.2 Late Payments 24](#_Toc174541950)

[1.41.3 Electronic Vendor Payment Solutions 24](#_Toc174541951)

[1.42 Termination 25](#_Toc174541952)

[1.42.1 Termination of the Contract for Cause 25](#_Toc174541953)

[1.42.2 Termination of the Contract for Convenience 25](#_Toc174541954)

[1.43 Assignment 26](#_Toc174541955)

[1.44 No Guarantee of Quantities 26](#_Toc174541956)

[1.45 Audit of Records 26](#_Toc174541957)

[1.46 Civil Rights Compliance 26](#_Toc174541958)

[1.47 Record Retention 27](#_Toc174541959)

[1.48 Record Ownership 27](#_Toc174541960)

[1.49 Content of Contract/ Order of Precedence 27](#_Toc174541961)

[1.50 Contract Changes 27](#_Toc174541962)

[1.51 Substitution of Personnel 27](#_Toc174541963)

[1.52 Governing Law 28](#_Toc174541964)

[1.53 Claims or Controversies 28](#_Toc174541965)

[1.54 Proposer’s Certification of No Federal Suspension or Debarment 28](#_Toc174541966)

[1.54.1 Proposer’s Eligibility 28](#_Toc174541967)

[1.54.2 Continuing Obligation 28](#_Toc174541968)

[1.55 Anti-Kickback Clause 28](#_Toc174541969)

[1.56 Clean Air Act 29](#_Toc174541970)

[1.57 Energy Policy and Conservation Act 29](#_Toc174541971)

[1.58 Clean Water Act 29](#_Toc174541972)

[1.59 Anti-Lobbying and Debarment Act 29](#_Toc174541973)

[1.60 Warranties 29](#_Toc174541974)

[1.61 Code of Ethics 30](#_Toc174541975)

[1.62 Proposer’s Cooperation 30](#_Toc174541976)

[1.63 Security 30](#_Toc174541977)

[1.64 Prohibition of Discriminatory Boycotts of Israel 30](#_Toc174541978)

[1.65 Prohibition of Companies That Discriminate Against Firearm and Ammunition industries](#_Toc174541979)

[1.66 Key Internal Control Outsourcing 31](#_Toc174541980)

[1.67 Cybersecurity Training 32](#_Toc174541981)

[PART II: SCOPE OF WORK/SERVICES 33](#_Toc174541982)

[2.1 Scope of Work/Services 33](#_Toc174541983)

[2.2 Deliverables 33](#_Toc174541984)

[2.3 Price Schedule 33](#_Toc174541985)

[2.4 Location 33](#_Toc174541986)

[2.5 Proposal Elements 34](#_Toc174541987)

[2.5.1 Financial 34](#_Toc174541988)

[2.5.2 Technical 34](#_Toc174541989)

[2.5.3 Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Participation 35](#_Toc174541990)

[PART III: EVALUATION 37](#_Toc174541991)

[3.1 Technical Proposal 37](#_Toc174541992)

[3.2 Financial Proposal 38](#_Toc174541993)

[3.3 Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Participation 38](#_Toc174541994)

[PART IV: PERFORMANCE STANDARDS 40](#_Toc174541995)

[4.1 Performance Requirements 40](#_Toc174541996)

[4.2 Performance Measurement 40](#_Toc174541997)

[4.3 Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Reporting Requirements 40](#_Toc174541998)

**ATTACHMENTS**

**NOTE TO AGENCY STAFF:** Informational Notes are provided throughout the RFP document. Delete all of these notes prior to finalization and publication of the RFP. Information that needs to be filled-in is highlighted and in brackets. Remove the highlight and brackets once the information is filled-in.

**DELETE THIS PAGE**

**REQUEST FOR PROPOSAL**

**FOR**

*(****PROJECT TITLE SHOULD BE PROVIDED HERE)***

# PART I: ADMINISTRATIVE AND GENERAL INFORMATION

## 1.1 Purpose

The purpose of this Request for Proposal (RFP) is to obtain competitive proposals as allowed by Louisiana Revised Statute 39:1595 from qualified Proposers who are interested in providing \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*[define product or service requirements*]*.*

## 1.2 Background

*(Note: 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 expenditures or quantities for the project/service; reasons for development of the RFP; Agency(s) 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. Info Louisiana for state related information, other government data, financial reports, budgets, statistics, organizational charts, etc.)*

*[Add appropriate description to complement your particular RFP].*

## 1.3 Goals and Objectives

*(Note: The agency goals and objectives for this project or RFP solution should be defined here. Examples may include expected outcome(s) or efficiencies, expected interface capabilities, etc. Avoid all mandatory requirements when possible.)*

The *[Agency]* desires to establish/obtain/receive/etc. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

## 1.4 Term of Contract

*(Note: This section shall be included and should include information defining expected start date and time frames within which the work must be completed. Indicate if this is a one year, or a one year with options to renew, or a multi-year agreement. Multi-year agreements require written approval prior to offering and the RFP must have a fiscal funding contingency clause. The standard renewal clause may be included if applicable. Renewal clause shall state that renewal is at the State’s option and upon acceptance of the contractor.)*

The term of any contract resulting from this solicitation shall be for an initial period of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ months to begin on or about \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and to end \_\_\_\_\_\_\_\_\_\_\_\_\_, unless otherwise terminated in accordance with the termination provisions of the Contract. At the option of the State of Louisiana and acceptance of the Contractor, the contract may be extended for \_\_\_\_\_\_\_\_\_ additional 12 month periods at the same prices, terms, and conditions. Total contract time may not exceed \_\_\_\_\_\_\_\_\_ months.

*(Note: Include the following paragraph if the RFP is for an IT project with a term that may exceed 36 months:*

Prior to the extension of the contract beyond a 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 the contract terms beyond the 36 month term. Total contract time may not exceed 60 months.

## 1.5 Definitions

*(Note: The following section should include “J”, “K”, “O” and “P”. The other definitions added (if any) should be appropriate to the proposal.)*

1. Agency- Any department, commission, council, board, office, bureau, committee, institution, agency, government, corporation, or other establishment of the executive branch of the State of Louisiana authorized to participate in any contract resulting from this RFP.
2. Award – The issuance of a “Notice of Intent to Award” letter to one or more successful Proposers.
3. Can – The term denotes a permissible action.
4. Contract – A legal binding agreement between the State and the awarded Contractor(s).
5. Contractor – Any person having a contract with a governmental body. For sections of this RFP outlining required actions of a Contractor, the Contractor should be understood to refer to the successful Proposer responding to this RFP.
6. Day – A calendar day, unless explicitly identified otherwise.
7. Deliverable – A good, product, service, solution, result, labor, or other effort being sought through this RFP.
8. 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.
9. LaPAC – The Louisiana Procurement and Contract Network
10. May - The term denotes an advisory or permissible action per La. R.S. 39:1556(34).
11. Must - The term denotes mandatory requirements.
12. Proposal – A submission by the Proposer to enter into a Contract with the State to supply and support the products and/or services described, in accordance with the RFP specifications.
13. Proposer – A firm, venture or individual who responds to this RFP. The successful Proposer responsive to this RFP is also described as the Contractor in this document.
14. RFP – Request for Proposals, including all attachments and exhibits and any information posted by the State to the LaPAC website, as amended.
15. Shall – The term denotes mandatory requirements per La. R.S. 39:1556(53).
16. Should – The term denotes a desirable action.
17. State- 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.
18. Will – Denotes a mandatory requirement.

### 1.5.1 Acronyms

1. DOA – Division of Administration
2. OSP – Office of State Procurement

## 

## 1.6 Schedule of Events

*(Note: This section shall not be deleted. Provide dates and times for each event. Advertise the RFP in the official journal of the state (BR Advocate) 30 days prior to the proposal opening date is statutorily required. Other time frames are a guideline and may be altered. Make certain each event is scheduled to allow enough time for receipt and responses. Indicate physical address of Pre-Proposal Conference.)*

Date Time (CT)

1. RFP posted to LaPAC; *At least 30 days prior to*

and Blackout Period begins *the last day that proposals will be accepted*

2. Pre-Proposal Conference (if required):\* *10-14 days after RFP mailed*

\**Agency should specify whether or not the pre-proposal conference is mandatory. If it is not, then they should state that it is non-mandatory, but attendance is strongly urged.*

3. Deadline to receive written inquiries *7-10 days after Pre- proposal* Co*nference*

4. Deadline to answer written inquiries *14 days after inquiry deadline*

5. Proposal Opening Date *21 days after mailing*

(Proposal Submission Deadline)  *responses to inquiries*

**NOTE: The [Agency Name] reserves the right to revise this schedule.  Revisions before the Proposal Submission Deadline, if any, will be formalized by the issuance of an addendum to the RFP. Revisions after the Proposal Submission Deadline, if any, will be by written notification to the eligible Proposers.**

## 1.7 Proposal Submittal

This RFP is available in electronic form at the LaPAC website https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm. It is available in PDF format or in printed form by submitting a written request to the RFP Contracting Officer with the [Agency Name]. Contact information for the RFP Contracting Officer is provided in **Section 1.12.2 Proposer Inquiry Periods** of this RFP.

It is the Proposer’s responsibility to check the Office of State Procurement LaPAC website frequently for any possible addenda that may be issued. The [Agency Name] is not responsible for a Proposer’s failure to download any addenda documents required to submit a response to this Request for Proposal.

Proposals may be delivered by hand or courier service to the [Agency Name] physical location at:

[AGENCY ADDRESS FOR DELIVERY OF PROPOSAL]

**Important - - Clearly mark outside of envelope, box or package with the following information and format:**

1. **Proposal Name: *Identify***
2. **File Number: *Identify* , Solicitation Number: *Identify***
3. **Proposal Opening Date and Time: *Identify***

Proposer is solely responsible for ensuring that its courier service provider makes inside deliveries to the [Agency Name] physical location. The [Agency Name] is not responsible for any delays caused by the Proposer’s chosen means of proposal delivery. Proposer is solely responsible for the timely delivery of its proposal. Failure to meet the proposal opening date and time shall result in rejection of the proposal.

All proposals shall be received by the [Agency Name] **no later than the date and time shown in Section 1.6 Schedule of Events** of this RFP**.**

**NOTE: FAX, EMAIL OR ANY OTHER ELECTRONIC SUBMISSIONS ARE NOT ACCEPTABLE.**

**PROPOSALS SHALL BE OPENED PUBLICLY AT THE PHYSICAL LOCATION IDENTIFIED ABOVE AND ONLY THE NAME OF THE PROPOSERS SUBMITTING PROPOSALS SHALL BE IDENTIFIED ALOUD. NO OTHER INFORMATION CONTAINED IN THE PROPOSAL SHALL BE RELEASED OR DISCLOSED.**

## 1.8 Proposal Response Format

*(Note: The Agency shall define the requested format in as much detail as is practicable. Agency may contact OSP for other examples, if required. “C” through “G” below should be customized to each RFP and should roughly match the evaluation criteria.)*

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

A. **Cover Letter:** The cover letter should be submitted on the Proposer’s official business letterhead and should exhibit the Proposer’s understanding and approach to the project. It should contain a summary of Proposer’s ability to perform the services described in the RFP and confirm that Proposer is willing to perform those services and enter into a contract with the State.

**ATTENTION:** Please indicate in the Cover Letter which of the following applies to the signer of the proposal. Evidence of signature authority shall be provided upon the State’s request.

1. The signer of the proposal is either a corporate officer who is listed on the most current annual report on file with the Louisiana Secretary of State **or** a member of a partnership or partnership in commendam as reflected in the most current partnership records on file with the Secretary of State. **A copy of the annual report or partnership record must be submitted to the Office of State Procurement before the Contract award.**
2. The signer of the proposal is a representative of the Proposer authorized to submit the proposal as evidenced by documents such as, corporate resolution, certification as to corporate principal, etc. **If this applies a copy of the resolution, certification or other supportive documents should be attached to the Cover Letter.**
3. The Proposer has filed with the Louisiana Secretary of State an affidavit **or** resolution **or** other acknowledged/authentic document indicating that the signer is authorized to submit proposals for public contracts. **A copy of the applicable document must be submitted to the [Agency] before contract award.**
4. The signer of the proposal has been designated by the Proposer as authorized to submit proposals on the Proposer’s vendor registration on file with the [Agency].

The cover letter should also:

* + Identify the submitting Proposer and provide their federal tax identification number;
  + Identify the name, title, address, telephone number, fax number, and email address of each person authorized by the Proposer to contractually obligate the Proposer; and
  + Identify the name, address, telephone number, fax number, and email address of the contact person for technical and contractual clarifications throughout the evaluation period.

B. **Table of Contents:** Organized in the order cited in the format contained herein.

C. **Proposer Qualifications and Experience:** History and background of the Proposer, financial strength and stability, related services provided to government entities, existing customer satisfaction, volume of merchants, etc.

D**. Proposed Solution/Technical Response:** Illustrate and describe the proposed technical solution and compliance with this RFP’s requirements. The Proposer’s proposal response should give detailed responses to all the requirements and not just include a response of Yes and/or No.

E. **Innovative Concepts:** Presentation of innovative concepts, if any, for consideration.

F. **Project Schedule:** Detailed schedule of implementation plan for pilot (if applicable) and full statewide or agency implementation. This schedule is to include implementation actions, timelines, responsible parties, etc.

G. **Financial Proposal:** Proposer’s fees and other costs, if any, shall be submitted in accordance with **Attachment “\_\_” Price Schedule** of this RFP. Prices proposed shall be firm for the duration of the Contract *(unless there is some provision in the RFP for price escalation).* This financial proposal shall include any and all costs the Proposer wishes to have considered in the contractual arrangement with the State.

**The Financial Proposal should be packaged and sealed separately from the Technical Proposal and should be clearly marked as “FINANCIAL PROPOSAL”.**

## 1.9 Number of Response Copies

*(Note: Agency should take into account the number of evaluation committee members when considering additional copies.)*

Each Proposer shall submit one signed original proposal.

Each Proposer should submit the following:

* \_\_\_\_\_\_ additional copies of the proposal
* One redacted copy of the proposal, if applicable (See **Section 1.11 Confidential Information, Trade Secrets, and Proprietary Information** of this RFP)
* One “searchable” electronic copy of the proposal on two separate USB flash drives. The searchable electronic copy should be provided as one file.
* One electronic redacted copy of proposal on a USB flash drive, if applicable (See **Section 1.11 Confidential Information, Trade Secrets, and Proprietary Information** of this RFP). The electronic redacted copy should be provided as one file.

## 1.10 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 is to 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 this RFP is also desired. Each Proposer is solely responsible for the accuracy and completeness of its proposal.

## 1.11 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 [Agency Name] shall have the right to use or disclose the data therein to the extent provided in the Contract. This restriction does not limit the [Agency Name]’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” - to avoid having this copy reviewed by an evaluation committee member. The redacted copy should also state which sections or information has been removed. The Proposer should also submit one electronic redacted copy of its proposal on a USB flash drive. The redacted copy of the proposal will be the copy produced by the [Agency Name] 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 the 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 [Agency Name] and hold the [Agency Name] harmless against all actions or court proceedings that may ensue which seek to order the [Agency Name] to disclose the information.

The [Agency Name] reserves the right to make any proposal, including proprietary information contained therein, available to [Agency Name] personnel, OSP personnel, the Office of the Governor, or other State Agencies or organizations for the sole purpose of assisting the [Agency Name] in its evaluation of the proposal. The [Agency Name] 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.

## 1.12 Proposal Clarifications Prior to Submittal

### 1.12.1 Pre-Proposal Conference

*(Note: If not required, please do not delete this section. Instead, delete the wording stated below and add the following: NOT REQUIRED FOR THIS RFP. If a conference is desired, a non-mandatory conference is suggested. Mandatory conferences are discouraged because they limit competition.)*

A Pre-Proposal Conference will be held at (*insert the time, date and location of the conference*). Prospective Proposers may participate in the conference to obtain clarification of the requirements of this RFP and to receive answers to relevant questions. Any firm intending to submit a proposal should 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 [Agency Name] will be stated in writing in response to written questions via an addendum to this RFP.

### 1.12.2 Proposer Inquiry Periods

The [Agency Name] shall not and cannot permit an open-ended inquiry period, as this creates an unwarranted delay in the procurement cycle and operations of our customers. The [Agency Name] reasonably expects and requires *responsible and interested* Proposers to conduct their in-depth proposal review and submit inquiries in a timely manner.

An inquiry period is hereby firmly set for all interested Proposers to perform a detailed review of the RFP documents and to submit any written inquiries relative thereto. *Without exception*, all inquiries MUST be submitted in writing by an authorized representative of the Proposer, clearly cross-referenced to the relevant section of this RFP (even if an answer has already been given to an oral question during the Pre-Proposal Conference). All inquiries must be received by the Inquiry Deadline date set forth in **Section 1.6 Schedule of Events** of this RFP. Only those inquiries received by the established deadline shall be considered by the [Agency Name]. Inquiries received after the established deadline shall not be entertained.

Inquiries concerning this RFP shall be delivered to the [Agency Name]’s contact person for this RFP, *[insert name],* by mail, express courier, e-mail, hand, or fax:

[Agency delivery information]

Only the person identified above or their designee has the authority to officially respond to Proposer’s questions on behalf of the [Agency Name], including during the Blackout Period. Any communications from any other individuals are not binding to the [Agency Name].

An addendum will be issued and posted at the Office of State Procurement LaPAC website, to address all inquiries received and any other changes or clarifications to this RFP. Thereafter, all RFP documents, including but not limited to the specifications, terms, conditions, plans, etc., will stand as written and/or amended by any addendum. No negotiations, decisions, or actions shall be executed by any Proposer as a result of any oral discussions with any [Agency Name] employee or [Agency Name] consultant. It is the Proposer’s responsibility to check the LaPAC website frequently for any possible addenda that may be issued. The [Agency Name] is not responsible for a Proposer’s failure to download any addenda documents required to complete a Request for Proposal.

Any person aggrieved in connection with this RFP or the specifications contained therein, has the right to protest in accordance with La. R.S. 39:1671. Such protest shall be made in writing to the [Agency Name] Procurement Director at least two days prior to the deadline for submitting proposals.

**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 Resources at:

<https://www.doa.la.gov/doa/osp/vendor-resources/>

### 1.12.3 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 [Agency Name] employee or Contractor of the [Agency Name] involved in any step in the procurement process about the affected procurement. The Blackout Period applies not only to [Agency Name] employees, but also to any Contractor of the [Agency Name]. “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 **Section 1.12.2 Proposer Inquiry Periods** 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 RFP’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 [Agency Name] and the incumbent Contractor may contact each other with respect to the existing contract only. Under no circumstances may the [Agency Name] 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 [Agency Name] in damages and/or subject to any other remedy allowed by law. Further, failure to comply with these requirements may result in the Proposal’s disqualification.

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

Notwithstanding the foregoing, the Blackout Period shall not apply to:

1. A protest to a solicitation submitted pursuant to La. R.S. 39:1671;
2. Duly noticed site visits and/or conferences for Bidders or Proposers;
3. Oral presentations during the evaluation process; or
4. Communications regarding a particular solicitation between any person and staff of the [Agency Name] 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 this RFP.

## 1.13 Errors and Omissions in Proposal

The [Agency Name] will not be liable for any errors or omissions in the proposal. The Proposer will not be allowed to alter proposal documents after the deadline for proposal submission, except under the following condition: The [Agency Name] reserves the right to make corrections or clarifications due to patent errors identified in proposals by the [Agency Name] or the Proposer. The [Agency Name], at its option, has the right to request clarification or additional information from the Proposer.

## 1.14 Proposal Guarantee

*(Note: Where clauses are not required, please do not delete the section. Instead, delete the wording stated below and add the following: NOT REQUIRED FOR THIS RFP.)*

*(Note: This Section should not be altered. Make sure you really need one before you specify it. Proposal guarantees are discouraged because they limit competition and increase costs)*

Each Proposal shall be accompanied by a Proposal Guarantee in the form of a bond or a certified or cashier’s check or money order made payable to the Treasurer of the State of Louisiana, in the amount of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ($\_\_\_\_\_.00) dollars *(may be a percentage of the proposed amount)*. If a bond is used, it shall be written by a surety or insurance company currently on the U.S. Department of the Treasury Financial Management Service list of approved bonding companies which is published annually in the *Federal Register*, or by a Louisiana domiciled insurance company with at least an A- rating in the latest printing of the A.M. Best’s Key Rating Guide to write individual bonds up to ten percent (10%) of policyholders’ surplus as shown in the A.M. Best’s Key Rating Guide.

Proposal Guarantees shall be subject to forfeiture for failure on the part of the selected Proposer to execute a contract within \_\_\_\_\_\_\_\_(\_\_\_) days after such contract is submitted to Proposer in conformance with the terms, conditions, and specifications of this RFP. Proposal Guarantees in the form of a check or money order shall be returned upon the award of a Contract or upon rejection of all proposals.

## 1.15 Performance Bond

*(Note: Where clauses are not required, please do not delete the section. Instead, delete the wording stated below and add the following: NOT REQUIRED FOR THIS RFP.)*

*(Note: This section should not be altered. Make sure you really need one before you specify it. If a performance bond is required in the RFP, it cannot be waived in the contract.)*

The successful Proposer shall be required to provide a Performance (Surety) Bond in the amount of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ dollars ($\_\_\_\_\_\_\_\_\_\_\_\_\_\_) to insure the successful performance under the terms and conditions of the contract negotiated between the successful Proposer and the [Agency Name]. Any Performance Bond furnished shall be written by a surety or insurance company currently on the U.S. Department of the Treasury Financial Management Service list of approved bonding companies which is published annually in the *Federal Register*, or by a Louisiana domiciled insurance company with at least an A-rating in the latest printing of the A.M. Best's Key Rating Guide to write individual bonds up to 10% of policyholders' surplus as shown in the A.M. Best's Key Rating Guide or by an insurance company that is either domiciled in Louisiana or owned by Louisiana residents and is licensed to write surety bonds.

No surety or insurance company shall write a Performance Bond which is in excess of the amount indicated as approved by the U.S. Department of the Treasury Financial Management Service list or by a Louisiana domiciled insurance company with an A-rating by A.M. Best up to a limit of 10% of policyholders' surplus as shown by A.M. Best; companies authorized by this Paragraph who are not on the treasury list shall not write a performance bond when the penalty exceeds 15% of its capital and surplus, such capital and surplus being the amount by which the company's assets exceed its liabilities as reflected by the most recent financial statements filed by the company with the Department of Insurance.

The Performance Bond is to be provided within 10 working days from request. Failure to provide within the time specified may cause your offer to be rejected.

In addition, any Performance Bond furnished shall be written by a surety or insurance company that is currently licensed to do business in the State of Louisiana.

## 1.16 Fidelity Bond Requirements

*(Note: If required, the bond requirements shall be stated here (sample language below); or, a reference to more detailed instructions in an attachment shall be made. If not required, stating: NOT REQUIRED FOR THIS RFP is preferred.)*

The Contractor shall be required to provide a Fidelity Bond in the amount of $\_\_\_\_\_\_to protect the State from loss resulting from acts of crime or fraud perpetrated either by the Contractor, its agents or subcontractors or against the Contractor, its agents or subcontractors. The [Agency Name] shall be the named beneficiary.

The Fidelity Bond furnished shall be written by a surety or insurance company that is currently licensed to do business in the State of Louisiana. This bond will be required prior to execution of the Contract.

## 1.17 Changes, Addenda, Withdrawals

The [Agency Name] reserves the right to change the Schedule of Events or issue Addenda to this RFP at any time. The [Agency Name] also reserves the right to cancel or reissue this RFP.

If the Proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the Proposer, cross-referenced clearly to the relevant proposal section, prior to the proposal opening date and time, and should be submitted in a sealed envelope. Such shall meet all requirements for the proposal.

## 1.18 Withdrawal of Proposal

A Proposer may withdraw a proposal that has been submitted at any time up to the proposal opening date and time. To accomplish this, a written request signed by the authorized representative of the Proposer must be submitted to the RFP Coordinator identified in **Section 1.12.2 Proposer Inquiry Periods** of this RFP.

## 1.19 Material in the RFP

Proposals shall be based only on the material contained in this RFP. The RFP includes official responses to questions, addenda, and other material, which may be provided by the [Agency Name] pursuant to this RFP.

## 1.20 Waiver of Administrative Informalities

The [Agency Name] reserves the right, at its sole discretion, to waive administrative informalities contained in any proposal.

## 1.21 Proposal Rejection

Issuance of this RFP in no way constitutes a commitment by the [Agency Name] to award a contract. The [Agency Name] reserves the right to accept or reject any or all proposals submitted or to cancel this RFP if it is in the best interest of the [Agency Name] to do so. Further, the [Agency Name] reserves the right to cancel or decline to enter into a contract with the successful Proposer at any time after the award is made and before the contract receives final approval from the [Agency Name].

In accordance with the provisions of La. R.S. 39:2192, in awarding contracts after August 15, 2010, any public entity is authorized to reject a proposal or bid from, or not award the Contract to, a business in which any individual with an ownership interest of 5% or more, has been convicted of, or has entered a plea of guilty or nolo contendere to any State felony or equivalent federal felony crime committed in the solicitation or execution of a Contract or bid awarded under the laws governing public contracts under the provisions of Chapter 10 of Title 38 of the Louisiana Revised Statutes of 1950, or the Louisiana Procurement Code under the provisions of Chapter 17 of Title 39.

In accordance with Louisiana law, all corporations (see La. R.S. 12:262.1) and limited liability companies (see La. R.S. 12:1308.2) must be registered and in good standing with the Louisiana Secretary of State in order to hold a purchase order and/or a contract with the [Agency Name].

## 1.22 Ownership of Proposal

All materials submitted in response to this RFP become the property of the [Agency Name]. Selection or rejection of a proposal does not affect this right. All proposals submitted will be retained by the [Agency Name] and not returned to the Proposers. Any copyrighted materials in the response are not transferred to the [Agency Name].

## 1.23 Cost of Offer Preparation

The [Agency Name] is not liable for any costs incurred by prospective Proposers or Contractors 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 are entirely the responsibility of the Proposer, and shall not be reimbursed in any manner by the [Agency Name].

## 1.24 Non-negotiable Contract Terms

Non-negotiable contract terms include but are not limited to Taxes, Assignment of Contract, Audit of Records, EEOC and ADA Compliance, Record Retention, Content of Contract/Order of Precedence, Contract Changes, Governing Law, Claims or Controversies, and Termination for Non-Appropriation of Funds.

## 1.25 Taxes

Any taxes, other than State and local sales and use taxes, from which the [Agency Name] is exempt, shall be assumed to be included within the Proposer’s cost.

## 1.26 Proposal Validity

All proposals shall be considered valid for acceptance until such time an award is made, unless the Proposer provides for a different time period within its proposal response. However, the [Agency Name] reserves the right to reject a proposal if the Proposer’s acceptance period is unacceptable and the Proposer is unwilling to extend the validity of its proposal.

## 1.27 Prime Contractor Responsibilities

The selected Proposer shall be required to assume responsibility for all items and services offered in their proposal whether or not they produce or provide them. The [Agency Name] shall consider the selected Proposer to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the Contract.

## 1.28 Use of Subcontractors

Each Contractor shall serve as the single prime Contractor for all work performed pursuant to its Contract. That prime Contractor shall be responsible for all deliverables referenced in this RFP. This general requirement notwithstanding, Proposers may enter into subcontractor arrangements. Proposers may submit a proposal in response to this RFP, which identifies subcontract(s) with others, provided that the prime Contractor acknowledges total responsibility for the entire Contract.

If it becomes necessary for the prime Contractor to use subcontractors, the [Agency Name] urges the prime Contractor to use Louisiana vendors, including small and emerging businesses, a small entrepreneurship or a veteran or service-connected disabled veteran-owned small entrepreneurship, if practical. In all events, any subcontractor used by the prime Contractor should be identified to the [Agency Name] Project Manager.

Information required of the prime Contractor under the terms of this RFP, is also required for each subcontractor and the subcontractors must agree to be bound by the terms of the Contract. The prime Contractor shall assume total responsibility for compliance.

## 1.29 Written or Oral Discussions/Presentations

*(Note: The Agency must e*xplain how the presentations will be scored. The Agency may 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 is identified here, and add the presentation score to the original score to determine the highest scoring proposal.)

The [Agency Name], at its sole discretion, may require all Proposers who submit proposals determined to be reasonably susceptible of being selected for the award to provide a written or oral discussion or presentation of how they propose to meet the [Agency Name] objectives; however, the [Agency Name] reserves the right to enter into an Agreement without further discussion of the proposal submitted based on the initial offers received.

Any commitments or representations made by the Proposer during these discussions, if conducted, may become formally recorded in the final Contract.

Written or oral discussions or presentations for clarification may be conducted to enhance the [Agency Name] understanding of any or all of the proposals submitted. Proposals may be accepted without such discussions.

## 1.30 Acceptance of Proposal Content

The mandatory RFP requirements shall become contractual obligations if a Contract ensues. Failure of the successful Proposer to accept these obligations shall result in the rejection of the proposal.

## 1.31 Independent Price Determination

By submitting a proposal, the Proposer certifies that the price submitted was independently arrived at without collusion.

## 1.32 Evaluation and Selection

All responses received as a result of this RFP are subject to evaluation by the [Agency Name] Evaluation Committee for the purpose of selecting the Proposer most advantageous to the [Agency Name] with whom the [Agency Name] shall contract.

To evaluate all proposals, a committee whose members have expertise in various areas has been selected by the [Agency Name]. A consensus-based evaluation process shall be used to evaluate responses. This committee will determine which proposals are reasonably susceptible of being selected for award. If required, written or oral discussions may be conducted with any or all of the Proposers to make this determination.

The [Agency Name] Evaluation Committee may consult Subject Matter Expert(s) (SMEs) 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.

Written recommendation for award shall be made to the [Agency Name] Procurement Office for the responsible Proposer whose proposal, conforming to the RFP, will be the most advantageous to the [Agency Name], price and other factors considered.

The committee may reject any or all proposals if it is considered in the best interest of the [Agency Name].

**1.32.1 Determination of Responsibility**

Determination of the Proposer’s responsibility relating to this RFP shall be made according to the standards set forth in the Louisiana Administrative Code, Title 34, Part V. The [Agency Name] must find that the selected Proposer:

1. Has adequate financial resources for performance, or has the ability to obtain such resources as required during performance;
2. Has the necessary experience, organizations, technical qualifications, skills, and facilities, or has the ability to obtain them;
3. Is able to comply with the proposed or required time of delivery or performance schedule;
4. Has a satisfactory record of integrity, judgment, and performance; and
5. Is otherwise qualified and eligible to receive an award under applicable laws and regulations.

## 1.33 Best and Final Offers (BAFO)

(*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.)*

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

**The written invitation to participate in the BAFO will not obligate the [Agency Name] to a commitment to enter into a Contract.**

## 1.34 Contract Negotiations

If for any reason, after final evaluation and issuance of the Intent to Award letter, the responsible Proposer whose proposal is most advantageous to the [Agency Name] needs, price and other evaluation factors set forth in this RFP considered, does not agree to a Contract, that proposal shall be rejected and the [Agency Name] may negotiate with the next most advantageous responsible Proposer.

Negotiation may include revision of any non-mandatory terms or conditions, and clarification of the scope of work and/or implementation of the most cost effective pricing available from the Proposers.

## 1.35 Contract Award and Execution

*(Note: The last statement may be altered or revised but should state the actual award intent. All other sections should not be altered or deleted.)*

The [Agency Name] reserves the right to enter into a Contract without further discussion of the Proposal submitted based on the initial offers received.

The RFP, including any addenda, and the proposal of the selected Proposer will become part of any Contract initiated by the [Agency Name].

Proposers are discouraged from submitting their own standard terms and conditions with their proposals. Proposers should address the specific language in the Sample Generic Contract in **Attachment \_\_\_\_** of this RFP and submit any exceptions or deviations the Proposer wishes to negotiate. The proposed terms will be negotiated before a final contract is executed. The mandatory terms and conditions including but not limited to those contained in **Section 1.24 Non-negotiable Contract Terms** of this RFP are not negotiable. If applicable, a Proposer may submit or refer to a Master Agreement entered into by the Contractor and the Office of State Procurement in accordance with La. R.S. 39:198(J).

If the contract negotiation period exceeds 30 days or if the selected Proposer fails to sign the contract within **seven calendar** days of delivery of it, the [Agency Name] may elect to cancel the award and award the contract to the next most advantageous responsible Proposer.

Award shall be made to the Proposer with the highest score, whose proposal, conforming to this RFP, will be the most advantageous to the [Agency Name], price and other factors considered.

The [Agency Name] intends to award to a single Proposer.

## 1.36 Notice of Intent to Award

Upon review and approval of the evaluation committee’s and agency’s recommendation for award, [Agency Name] Procurement Office will issue a “Notice of Intent to Award” letter to the apparent successful Proposer. The “Notice of Intent to Award” letter is the notification of the award of the contract. However, the “Notice of Intent to Award” is contingent upon successful negotiation of a final contract.

[Agency Name] Procurement Office will also notify all unsuccessful Proposers as to the outcome of the evaluation process. The proposals received (except for that information appropriately designated as confidential in accordance with La. R.S. 44.1 et. seq.) along with the evaluation factors, points, evaluation committee member names, and the completed evaluation summary and recommendation report are public record and 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, in accordance with La. R.S. 39:1671, to the [Agency Name] Director of Procurement, within 14 days of the award/intent to award. The “Notice of Intent to Award” letter starts the protest period.

## 1.37

**[THIS SECTION INTENTIONALLY LEFT BLANK]**

## 1.38 Insurance Requirements

*(Note: This section may be altered or deleted. Agency should determine actual insurance requirements. When deleting, please just state: NOT REQUIRED FOR THIS RFP so numbering and form of boilerplate is not disturbed.)*

The Contractor shall furnish the [Agency Name] with Certificates of Insurance (COI) effecting coverage(s) required by this RFP in accordance with **Attachment “\_\_\_” Insurance Requirements for Contractors**. 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 Name] before work commences. The [Agency Name] reserves the right to require complete certified copies of all required policies, at any time. The Contractor shall maintain the insurance as shown in **Attachment \_\_\_\_\_ Insurance Requirements for Contractors** for the full term of the Contract. Failure to comply shall be grounds for termination of the Contract.

## 1.39 Subcontractor Insurance

*(Note: This section may be altered, revised or deleted appropriate to the proposal. Modifications to wording below may be required to meet actual requirements of RFP.)*

*(Note: If not required, stating: NOT REQUIRED FOR THIS RFP is preferred to cancellation of the entire section.)*

The Contractor shall include all subcontractors as insured’s under its policies or shall insure that all subcontractors satisfy the same insurance requirements stated herein for the Contractor.

## 1.40 Liability and Indemnification

1.40.1 Contractor Liability

The Contractor shall be liable without limitation to the [Agency Name] 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 the Contractor, its owners, agents, employees, partners or subcontractors.

1.40.2 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 [Agency Name] 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 the Contract.

1.40.3 Indemnification

The Contractor shall fully indemnify and hold harmless the [Agency Name], 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 the Contractor, its owners, agents, employees, partners or subcontractors. The Contractor shall not indemnify for the portion of any loss or damage arising from the [Agency Name] act or failure to act.

1.40.4 Intellectual Property Indemnification

The Contractor shall fully indemnify and hold harmless the [Agency Name], 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 [Agency Name].

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, the 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 [Agency Name] 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 [Agency Name] 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 [Agency Name]’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 the Contractor; or, iii) use of the product, material or service in other than the specified operating conditions and environment.

1.40.5 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 [Agency Name] be liable for incidental, indirect, special, or consequential damages; lost profits; lost revenue; or lost institutional operating savings.

1.40.6 Other Remedies

If the Contractor fails to perform in accordance with the terms and conditions of the Contract, or if any lien or claim for damages, penalties, costs and the like is asserted by or against the [Agency Name], then, upon notice to the Contractor, the [Agency Name] 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.

**1.40.1.1 Duty to Defend**

Upon notice of any claim, demand, suit, or cause of action against the [Agency Name], alleged to arise out of or be related to the Contract, the 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 [Agency Name] 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. The Contractor shall obtain the [Agency Name]’s written consent before entering into any settlement or dismissal.

## 1.41 Payment

*(Note: This section shall be included in all RFPs but may be altered or revised appropriate to the proposal. The following is an example of possible wording to describe payment..i.e. who to bill, how to bill, information required on invoice, etc.)*

### 1.41.1 Payment for Services

The [Agency Name] shall pay the Contractor in accordance with the Pricing Schedule set forth in **Attachment “\_\_”**. The Contractor may invoice the [Agency Name] monthly at the billing address designated by the [Agency Name]. Payments will be made by the [Agency Name] within approximately 30 days after receipt of a properly executed invoice, and approval by the [Agency Name]. Invoices shall include the contract and order number, using department and product purchased. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided.

### 1.41.2 Late Payments

Interest due by a [Agency Name] for late payments shall be in accordance with La. R.S. 39:1695 at the rates established in La. R.S. 13:4202.

### 1.41.3 Electronic Vendor Payment Solutions

*(Note: This section may be altered to meet the Agency’s requirements.)*

The [Agency Name] desires to make payment to the awarded Contractor(s) electronically. The methods of payment may be via the State’s LaCarte card (procurement card), or EFT payments sent directly from the State’s bank directly to the payee’s bank. Please see **Attachment “\_\_\_” Electronic Vendor Payment Solution** for additional information regarding electronic payment methods.

**1.41.4 Prohibition Against Advance Payments**

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

## 1.42 Termination

*(Note: This section shall not be altered or deleted.)*

The [Agency Name] has the right to terminate the Contract immediately for any of the following reasons: (a) misrepresentation by the Contractor; (b) the Contractor’s fraud, collusion, conspiracy or other unlawful means of obtaining any contract with the [Agency Name]; (c) conflict of contract provisions with constitutional or statutory provisions of State or Federal Law; (d) abusive or belligerent conduct by the Contractor towards an employee or agent of the [Agency Name]; (e) the Contractor’s intentional violation of the Louisiana Procurement Code (La. R.S. 39:1551 et seq.) and its corresponding regulations; or, (f) any listed reason for debarment under La. R.S. 39:1672.

### 1.42.1 Termination of the Contract for Cause

The [Agency Name] may terminate the contract for cause based upon the failure of the Contractor to comply with the terms and/or conditions of the contract, or failure to fulfill its performance obligations pursuant to the Contract, provided that the [Agency Name] shall give the Contractor written notice specifying the Contractor’s failure. If within 30 days after receipt of such notice, the Contractor shall not have corrected such failure or, in the case of failure which cannot be corrected in 30 days, begun in good faith to correct such failure and thereafter proceeded diligently to complete such correction, then the [Agency Name] may, at its option, place the Contractor in default and the Contract shall terminate on the date specified in such notice.

The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the [Agency Name] to comply with the terms and conditions of the Contract, provided that the Contractor shall give the [Agency Name] written notice specifying the [Agency Name]’s failure and a reasonable opportunity for the [Agency Name] to cure the defect.

### 1.42.2 Termination of the Contract for Convenience

The [Agency Name] may terminate the Contract for convenience at any time (1) by giving 30 days written notice to the Contractor of such termination; or (2) by negotiating with the Contractor an effective date. The [Agency Name] shall pay the Contractor for, if applicable: (a) deliverables in progress; (b) the percentage that has been completed satisfactorily; and, (c) for transaction-based services up to the date of termination, to the extent work has been performed satisfactorily.

**1.42.3 Termination for Non-Appropriation of Funds**

The continuance of the 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 or 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 are not appropriated.

## 1.43 Assignment

The Contractor shall not 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 his 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 [Agency Name].

## 1.44 No Guarantee of Quantities

*(Note: This section will probably be included on most RFPs but the wording may be altered appropriate to the proposal. Quantities should be defined in a way that will allow an increase or decrease i.e. hourly rates, each, procedures, etc. when applicable. If not required, just delete the clauses and state NOT APPLICABLE FOR THIS RFP.)*

The quantities referenced in this RFP are estimated to be the amount needed. In the event a greater or lesser quantity is needed, the right is reserved by the [Agency Name] to increase or decrease the amount, at the unit price stated in the proposal.

The [Agency Name] does not obligate itself to contract for or accept more than their actual requirements during the period of the Contract, as determined by actual needs and availability of appropriated funds.

## 1.45 Audit of Records

*(Note: This section shall not be deleted. It may be altered with the appropriate agency name.)*

The State legislative auditor, federal auditors and internal auditors of the [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 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.

## 1.46 Civil Rights Compliance

*(Note: This section shall not be altered or deleted.)*

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

The 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 the Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of the Contract.

## 1.47 Record Retention

*(Note: This section may be altered to extend record retention time to meet agency's needs.)*

The Contractor shall maintain all records in relation to the Contract for a period of at least five years after final payment.

## 1.48 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 [Agency Name] and shall, upon request, be returned by the Contractor to the [Agency Name], at the Contractor’s expense, at termination or expiration of the Contract.

## 1.49 Content of Contract/ Order of Precedence

In the event of an inconsistency between the Contract, the RFP and/or the Contractor's Proposal, the inconsistency shall be resolved by giving precedence first to the final Contract, then to the RFP and subsequent addenda (if any) and finally, the Contractor's Proposal.

## 1.50 Contract Changes

No additional changes, enhancements, or modifications to any Contract resulting from this RFP shall be made without the prior written approval of the [Agency Name] Procurement Office.

Changes to the Contract include any change in: compensation; beginning/ending date of the Contract; scope of work; and/or Contractor change through the Assignment of Contract process. Any such changes, once approved, will result in the issuance of an amendment to the Contract.

## 1.51 Substitution of Personnel

*(Note: The wording in this section may be altered or deleted (if not applicable) to the RFP. Please leave title and number of section and just note: NOT APPLICABLE TO THIS RFP.)*

The [Agency Name] intends to include in any Contract resulting from this RFP the following condition:

Substitution of Personnel: If, during the term of the Contract, the Contractor or subcontractor cannot provide the personnel as proposed and requests a substitution, that substitution shall meet or exceed the requirements stated herein. A detailed resume of qualifications and justification is to be submitted to the [Agency Name] for approval prior to any personnel substitution. It shall be acknowledged by the Contractor that every reasonable attempt shall be made to assign the personnel listed in the Contractor’s proposal.

The [Agency Name] shall reserve the right to require removal and replacement of any contract personnel whose performance it considers unacceptable.

## 1.52 Governing Law

*(Note: This section shall not be altered or deleted.)*

All activities associated with this RFP process shall be interpreted under Louisiana Law, including but not limited to La. R.S. 39:1551-1736 (Louisiana Procurement Code) and La. R.S. 39:196-200 (Information Technology Procurement Code), if applicable; Purchasing Rules and Regulations; Executive Orders; Standard Terms and Conditions; Special Terms and Conditions; and specifications listed in this RFP. Venue of any action brought with regard to all activities associated with this RFP process shall be in the Nineteenth Judicial District Court, Parish of East Baton Rouge, State of Louisiana.

## 1.53 Claims or Controversies

*(Note: This section shall not be altered or deleted.)*

Any claims or controversies shall be resolved in accordance with the Louisiana Procurement Code, La. R.S. 39:1671-1673.

## 1.54 Proposer’s Certification of No Federal Suspension or Debarment

*(Note: This Section shall be included in every proposal solicitation for $25,000 or more. If not required, stating: NOT REQUIRED FOR THIS RFP is preferred to cancellation of the entire section.)*

By signing and submitting any proposal for $25,000 or more, the Proposer certifies that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in “Audit Requirements in Subpart F of the Office of Management and Budget’s Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards” (formerly OMB Circular A-133).

A list of parties who have been suspended or debarred can be viewed via the internet at <https://www.sam.gov>.

### 1.54.1 Proposer’s Eligibility

A statement of the Proposer’s involvement in litigation and any suspension or debarment proceedings which could affect this work shall also be included in the Proposal. A suspension or debarment proceeding which could affect this work is any proceeding, whether pending or concluded, that involves a governmental body or governmental entity. If no such litigation, suspension or debarment exists, the Proposer shall so state.

### 1.54.2 Continuing Obligation

The 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 disclose may constitute grounds for suspension and/or termination of the Contract and debarment from future contracts.

## 1.55 Anti-Kickback Clause

The Contractor hereby 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.

## 1.56 Clean Air Act

The Contractor hereby 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 non-exempt federal contracts, grants or loans of facilities included on the Environmental Protection Agency (EPA) list of Violating Facilities.

## 1.57 Energy Policy and Conservation Act

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

## 1.58 Clean Water Act

The Contractor hereby agrees to adhere to the provisions which require compliance with all applicable standards, orders, or requirements issued under Section 508 of the Clean Water Act which prohibits the use under non-exempt federal contracts, grants or loans of facilities included on the Environmental Protection Agency (EPA) List of Violating Facilities.

## 1.59 Anti-Lobbying and Debarment Act

The Contractor will be expected to comply with federal statutes required in the Anti-Lobbying Act and the Debarment Act.

## 1.60 Warranties

The Contractor warrants that all services shall be performed in good faith, with diligence and care, by experienced and qualified personnel in a professional, workmanlike manner, and according to its current description (including any completion criteria) contained in the Scope of Work/Services.

*This paragraph may only apply when software is involved.*

**No Surreptitious Code Warranty**. The Contractor warrants that the Contractor will make all commercially reasonable efforts not to include any Unauthorized Code in any software provided hereunder. “Unauthorized Code” means any virus, Trojan horse, worm or other software routine or component designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data, or to perform any other such actions. Excluded from this prohibition are identified and [Agency Name] authorized features designed for purposes of maintenance or technical support.

The Contractor further warrants that it has the right to provide and or license its product to the [Agency Name] and that it will operate in accordance with this RFP. In the event of a material failure of the Contractor’s product to function and operate, and/or failure by the Contractor to perform its obligations, in accordance with the terms and conditions of the Contract that results in the termination of the Contract for cause by the [Agency Name], the [Agency Name] will not be obligated to compensate the Contractor of any costs incurred by Contractor.

## 1.61 Code of Ethics

The Contractor acknowledges that Chapter 15 of Title 42 of the Louisiana Revised Statutes (La. R.S. 42:1101 et. seq., Code of Governmental Ethics) applies to the Contracting Party in the performance of services called for in the 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 the Contract.

## 1.62 Proposer’s Cooperation

Any Proposer has the duty to fully cooperate with the [Agency Name] and provide any and all requested information, documentation, etc. to the [Agency Name] when requested. This applies even if an eventual contract is terminated and/or a lawsuit is filed. Specifically, the Proposer shall not limit or impede the [Agency Name]’s right to audit or to withhold [Agency Name] owned documents.

## 1.63 Security

*(Note: This section may be altered to meet the Agency’s requirements)*

The Contractor’s personnel shall comply with all security regulations in effect at the [Agency Name]’s premises, the Information Security Policy at <https://www.doa.la.gov/doa/ots/about-us/infosec/> and externally for materials and property belonging to the [Agency Name] or to the project. Where special security precautions are warranted (e.g., correctional facilities), the [Agency Name] shall provide such procedures to the Contractor, accordingly. The Contractor is responsible for promptly reporting to the State any known breach of security, no later than 24 hours after confirmation of the event. Notify the Information Security Team (“IST”) by calling the Information Security Hotline at 1-844-692-8019 and emailing the security team at [infosecteam@la.gov](mailto:infosecteam@la.gov).

## 1.64 Prohibition of Discriminatory Boycotts of Israel

In accordance with La. R.S. 39:1602.1, the following applies to any Proposal with a value of $100,000 or more and to Proposers with five or more employees:

By submitting a response to this RFP, the 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 RFP, 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. The Proposer has also not retaliated against any person or other entity for reporting such refusal, termination, or commercially limiting actions. The [Agency Name] 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.

## 1.65 Prohibition of Companies That Discriminate Against Firearm and Ammunition industries

In accordance with La. R.S. 39:1602.2, the following applies to any competitive sealed bids, competitive sealed proposals, or contract(s) with a value of $100,000 or more involving a for-profit company with at least fifty full-time employees:

Unless otherwise exempted by law, by submitting a response to this solicitation or entering into this contract, the Bidder, Proposer or Contractor certifies the following:

1. The company does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association based solely on the entity’s or association’s status as a firearm entity or firearm trade association;
2. The company will not discriminate against a firearm entity or firearm trade association during the term of the contract based solely on the entity’s or association’s status as a firearm entity or firearm trade association.

The State reserves the right to reject the response of the Bidder, Proposer or Contractor if this certification is subsequently determined to be false, and to terminate any contract awarded based on such a false response or if the certification is no longer true.

## 1.66 Key Internal Control Outsourcing

*(Note: The Agency must evaluate their internal processes and determine whether the function being contracted for, or outsourced, is a key internal control. If it is determined that this RFP includes a key internal control, the language below must be included in the RFP. If it is determined that this RFP does not include a key internal control, please do not delete the section. Instead, delete the wording stated below and add the following: NOT REQUIRED FOR THIS RFP.*

*Additional information regarding the “Outsourcing of Key Internal Controls” can be obtained on the Division of Administration, Office of Finance and Support Services website –* [*https://www.doa.la.gov/doa/ofss/forms-and-policies/*](https://www.doa.la.gov/doa/ofss/forms-and-policies/)*. Agencies are to submit a letter certifying that an evaluation has been done and whether the functions is or is not a key internal control. Guidelines includes sample language to be used.)*

The [Agency Name] will require the Contractor and/or subcontractors, if performing a key internal control, to provide some form of assurances that internal controls over the process being administered by the Contractor for the [Agency Name] is operating properly. The assurances provided by the Contractor may be in the form of SOC I and/or type II reports resulting from independent SSAE 18 engagement of internal controls, quality assurance reports, or 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. If an SSAE 18 review is required, the audit firm will conduct tests of the Contractor’s activities and render an independent opinion on the operating effectiveness of the controls and procedures.

Other forms of assurances may be required by the [Agency Name]. The Contractor may be required to provide a quality control plan, such as third party Quality Assurance (QA), Independent Verification and Validation (IV & V), or other internal project/program reviews or audits.

These audits and/or assurances 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. If a SSAE 18 review or audit is required of the Contractor, an audit firm will submit to the [Agency Name] and/or Contractor 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 [Agency Name] with an exact copy of the report within 30 calendar days of completion. When required by the [Agency Name], such audits may be performed annually during the term of the Contract. The Contractor shall agree to implement recommendations as suggested by the audits within three months of report issuance at no cost to the [Agency Name]. The cost of the SSAE 18 engagement is to be borne by the Contractor and it shall be included in the cost being proposed in response to this RFP.

1.67 Cybersecurity Training

*(Note: Agency will need to determine if the following language is applicable to this RFP. If it is not, delete the wording stated below and add the following: NOT REQUIRED FOR THIS RFP.)*

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.

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 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.

**1.68 E-Verify**

The Contractor shall comply with the provisions of La. R.S. 23:995 and federal law pertaining to E-Verify in the performance of services under the Contract.

# PART II: SCOPE OF WORK/SERVICES

## 2.1 Scope of Work/Services

*(Note: This section 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*

## 2.2 Deliverables

*(Note: This section shall be included on every proposal. It could be equipment, supplies, services, reports, etc. Recommended language may begin like the following.)*

The deliverables listed in this section are the minimum desired from the successful Proposer. Every Proposer should describe what deliverables will be provided per their proposal and how the proposed deliverables will be provided.

## 2.3 Price Schedule

Prices proposed by the Proposers shall be submitted on the price schedule furnished herein on **Attachment “\_\_”**. Prices submitted shall be firm for the term of the contract. Prices shall include delivery of all items F.O.B. destination.

## 2.4 Location

*(Note: Enter appropriate information - alter, revise, or delete as required. Special language is to be included if travel expenses will be considered.)*

The location(s) the work/delivery/service is to be performed, completed and managed is/are at [location(s)].

## 2.5 Proposal Elements

*(Note: This section may be altered to meet actual RFP requirements.)*

### 2.5.1 Financial

Proposal shall include prices per the schedule furnished in **Attachment \_\_\_\_**, as well as other potential charges (if any) for proposed services associated with the RFP program implementation and administration that you wish the [Agency Name] to consider.

### 2.5.2 Technical

*(Note: This section must be altered to meet actual RFP requirements. The bullets listed below are examples.)*

Each Proposer should address how the firm will meet all the requirements of this RFP, with particular attention to:

* Plans and/or schedule for implementation, or orientation, or installation, etc. (whichever is relevant to the RFP requirements).
* Plans for training,
* Provision for customer service, including personnel assigned, toll-free number, and account inquiry, etc.
* Resumes for account manager, designated customer service representative(s) and any other key personnel to be assigned to this project, including those of subcontractors, if any.
* References for at least three States, Government Agencies, or Private Firms for whom similar or larger scope services are currently being provided. Include a contact person, email address, and telephone number for each reference.
* Information demonstrating the Proposer's financial stability (financial statements, annual reports, or similar data for the last three years).
* Information regarding the company’s last security audit, to include a Statement of Auditing Standards No. 70 (SAS70) or Statement on Standards for Attestation Engagements No. 16/18 (SSAE 16/18). *(Note: This language is to be included in the RFP if the RFP includes the Section on Key Internal Control Outsourcing.)*
* Information demonstrating the Proposer’s understanding of the nature and scope of this project.

Any other information deemed pertinent by the Proposer including terms and conditions which the Proposer wishes the [Agency Name] to consider.

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

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

Each Proposer should address how the firm will meet the following:

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 [Agency Name]. A certified Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurship (LaVet) and a Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) 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 or percentage 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 [Agency Name] may require the 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.

In performing its evaluation of proposals, the [Agency Name] 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 betweenthe 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 [Agency Name], the Louisiana Department of Economic Development (LED), or the Office of State Procurement (OSP) may audit the Contractor to determine whether the 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 [Agency Name], 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:

https://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: https://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:

https://www.doa.la.gov/doa/osp/vendor-resources/hudson-se-veteran-initiatives/

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.

# PART III: EVALUATION

*(Note: This section must include relative importance of price and other evaluation factors and the criteria to be used in evaluating the proposals. The evaluation factors may be different as they will have criteria particular to the proposal. 3.1 and 3.2 are examples of possible evaluation factors (commonly used) and values.*

*As a general rule, the combined total of the maximum points for cost; the maximum points for technical; and the maximum points for Veteran and Hudson Initiative equals 100 points; however, another total amount may be utilized if desired.)*

The [Agency Name] Evaluation Committee shall assign points to its evaluation of each Proposal as follows:

|  |  |
| --- | --- |
| **Evaluation Criteria** | **Possible Points** |
| Technical Proposal (**Section 3.1**) | *Enter number of points* |
| Financial Proposal (**Section 3.2**) | *Enter number of points – as a general rule the points should be between 30% to 50% of the total evaluation points* |
| Veteran and Hudson Initiative (**Section 3.3**)  *(This criteria should not be used if the funding source being utilized includes restrictions, (i.e. FEMA funds, HUD funds, etc.)* | *Enter number of points – value of points to be 12% of the total evaluation points.*  *Up to 10 percentage points available for Hudson-Certified Proposers;*  *Up to 12 percentage points available for Veteran-Certified Proposers;*  *If no Veteran-Certified Proposers, those two points are not awarded.* |
| Total Possible Points | *Enter total number of points-as a general rule the total points should equal 100 points* |

The Proposal will be evaluated in light of the material and the substantiating evidence presented to the [Agency Name], not on the basis of what may be inferred.

**For a Proposer to proceed to the Financial Proposal and Veteran and Hudson Initiative evaluation, the Proposer shall achieve a minimum score equivalent to 50% of the possible points assigned to the Technical Proposal. Any Proposal failing to receive the minimum score at the completion of the detailed evaluation of the Technical Proposals will not be evaluated further and will be ineligible for award.**

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.

## 3.1 Technical Proposal

(*Note: Total points for technical proposal should be broken down by the various evaluation criteria.)*

The following criteria are of importance and relevance to the evaluation of this RFP and will be used by the [Agency Name] Evaluation Committee in the evaluation of the technical proposal. Such factors include:

*(Note: Evaluation criteria must have relevancy to the information requested in Section 2.5.2 Proposal Elements. Evaluation criteria to be listed in order of importance. Some examples of criteria to be evaluated are:)*

* **Company Background and Experience**
* **Service and Support Requirements**
* **Approach and Methodology**
* **Implementation/Orientation Plan**
* **Risk Factor**

## 3.2 Financial Proposal

**The Financial Proposal should be packaged and sealed separately from the Technical Proposal and should be clearly marked as “FINANCIAL PROPOSAL”.**

The following financial criteria will be evaluated: *(Agency to state criteria to be evaluated)*

Prices proposed by the Proposers shall be submitted on the Price Schedule furnished in **Attachment “\_\_”**. Prices proposed shall be firm.

The information provided in response to this section will be used in the Financial Evaluation to calculate lowest evaluated cost. (Alternate, if applicable: …will be used in the Financial Evaluation Model to calculate lowest evaluated cost.)

A Proposer’s base cost score will be based on the cost information provided in **Attachment \_\_\_\_** or **Section \_\_\_\_** and computed as follows:

BCS = (LPC/PC X FPP)

Where: BCS = Computed cost score (points) for Proposer being evaluated

LPC = Lowest proposed cost of all Proposers

PC = Total cost of Proposer being evaluated

FPP = Financial Proposal Points

*(If applicable, this recommended wording may also be used.)*

Note: The Proposer must include an itemized listing of all expenses or fees, if applicable, (including travel) that are expected to be paid by the [Agency Name]. Travel and other allowable expenses shall be reimbursed in accordance with the Division of Administration State General Travel Regulations, within the limits established for State Employees as defined in Division of Administration Policy and Procedure Memorandum No. 49. All out of state travel will be subject to prior approval by the Secretary of the agency or his/her designee.

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

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

12% of the total evaluation points in this RFP are reserved for Proposers who are certified Small Entrepreneurship 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:

Proposer Status and Allotment of Reserved Points

1. If the Proposer is a certified Veterans Initiative small entrepreneurship, the Proposer shall receive points equal to 12% of the total evaluation points in this RFP.
2. If the Proposer is a certified Hudson Initiative small entrepreneurship, the Proposer shall receive points equal to 10% of the total evaluation points in this RFP.
3. If the Proposer demonstrates its intent to use certified Small Entrepreneurship(s) in the performance of contract work resulting from this RFP, the Proposer shall receive points equal to the net percentage extent of contract work which is projected to be performed by or through certified Small Entrepreneurship subcontractors, multiplied by the appropriate number of evaluation points.
4. The total number of points awarded pursuant to this Section shall not exceed 12% of the total number of evaluation points in this RFP.

# PART IV: PERFORMANCE STANDARDS

## 4.1 Performance Requirements

*(This section applies to the Contractor during the term of the contract. To be defined by the Agency. The section should list the factors that will demonstrate successful contractual performance. Do not state “The Contractor shall perform the work in accordance with the Scope of Work.” The Office of State Procurement will assist where practicable. Indicate when reports, schedules, and specific tasks are to be performed if applicable.)*

## 4.2 Performance Measurement

*(This section applies to the Contractor during the term of the contract. To be defined by the Agency. This section should directly relate to the factors listed in Section 4.1. Do not identify information that will not be measured. The Office of State Procurement will assist where practicable.)*

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

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

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 or distributor participation and the dollar amount of each.

If a contract is awarded to a Proposer who proposed a good faith subcontracting plan, the [Agency Name], the Louisiana Department of Economic Development (LED), or the Office of State Procurement (OSP) may audit the Contractor to determine whether the 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 [Agency Name], 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.