

Office of State Procurement
State of Louisiana
Division of Administration

JEFF LANDRY
GOVERNOR



TAYLOR F. BARRAS
COMMISSIONER OF ADMINISTRATION

October 24, 2024

ADDENDUM NO. 01

Your reference is directed to RFx Number 3000023790 for the Invitation to Bid (ITB) for the State of Louisiana – Answering Services – LDH-OAAS, which is currently scheduled to open at 2:00 PM CT on October 28, 2024.

Questions from the Vendor and State’s Responses:

Vendor Question 1. How many calls are received per month or per year, as well as an average call time?

State’s Response: Per recent stats, annually we receive an average of 1500 after hours calls (Inbound and Outbound) with an average total minutes handled (Inbound and Outbound) 7512.

Vendor Question 2. The calls that come in, are they traumatic and/or triggering? I.e. Suicide, Rape, etc? If there are calls like that how common are they?

State’s Response: Yes, APS receives reports involving physical and sexual abuse on a daily basis. All reports involve abuse or neglect of a vulnerable adult. Calls regarding suicidal or homicidal thoughts or actions are advised to contact 911 or call the Suicide and Crisis Lifeline at 988.

Vendor Question 3. Page 3 of Attachment B – Standard Operating Procedures: Line 5 & 6 How will the Answering service know whether or not the call/ message was picked up?

State’s Response: The on-call staff member or the APS Intake Manager will contact the answering service to receive the call details.

All else remains as on original Invitation to Bid.

THIS ADDENDUM IS HEREBY OFFICIALLY MADE A PART OF THE REFERENCED SOLICITATION.

ACKNOWLEDGEMENT: If you have already submitted your bid and this Addendum does not cause you to revise your bid, you should acknowledge receipt of this Addendum by identifying your business name and by signing where indicated. You may return this Acknowledgement by mail or delivery by hand or courier to: Office of State Procurement, 1201 N. 3rd Street, Ste. 2-160, Baton Rouge, LA 70802, or by fax to: (225) 342-9756. The State reserves the right to request a completed Acknowledgement at any time. Failure to execute an Acknowledgement shall not relieve the bidder from complying with the terms of its bid.

Addendum Acknowledged/No changes:

For: _____ By: _____

REVISION: If you have already submitted your bid and this Addendum requires you to revise your bid, you must indicate any change(s) below, identify your business name and sign where shown. Revisions shall be delivered prior to bid opening by mail or delivery by hand or courier to: Office of State Procurement, 1201 N. 3rd Street, Ste. 2-160, Baton Rouge, LA 70802, or by fax to: (225) 342-9756, and indicate the RFX number and the bid opening date and time on the outside of the envelope for proper identification, or by fax to: (225) 342-9756. Electronic transmissions other than by fax are not being accepted at this time

Revisions received after bid opening shall not be considered and you shall be held to your original bid.

Revision:

For: _____ By: _____

By: Blanche Rinaudo
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