



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

Request for Information #305PUR-OneDoorOneCall
The Design, Development and Implementation of a Fully Functional Customer Service
Contact Center (One Door, One Call) for the LDH

Addendum #2
Schedule of Events Change
January 16, 2026

Your reference is directed to Request for Information Number RFI #305PUR-
OneDoorOneCall, for The Design, Development and Implementation of a Fully
Functional Customer Service Contact Center (One Door, One Call) for the LDH, which
was issued on November 19, 2025.

2.2 Schedule of Events

Deadline to Respond to Written Inquiries – The deadline for LDH to respond to
written inquiries shall be changed to January 30, 2026.

Deadline for Receipt of RFI – The deadline to respond to the RFI shall be changed to
February 13, 2026 at 5:00 PM CT.

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

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