



**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.

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**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.

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

By: Stephanie Horvath

Louisiana Department of Health

Email: Stephanie.Horvath2@la.gov