



**State of Rhode Island
Department of Administration / Division of Purchases
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August 17, 2016

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| ADDENDUM # 1 |
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RFP: # 7550826

Title: SNAP Training

Bid Closing Date & Time: August 25, 2016 at 10:00 AM (Eastern Time)

Notice to Vendors

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES. NO FURTHER QUESTIONS WILL BE ANSWERED.

**David J. Francis
Interdepartmental Project Manager**

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.

Vendor Questions for RFP #7550826 SNAP Training

Question 1: You identified the error prone areas as income, deductions, and household composition. Will the curriculum include any other areas (Most of the states we help also struggle with FMED and ABAWD.)

Answer to question 1: FNS has only approved those three.

Question 2: In addition to addressing error-prone areas, is the State considering error-reducing areas, such as interviewing skills? In our experience, sometimes errors are made in the interview process.

Answer to question 2: No, FNS would have to approve.

Question 3: In addition to training, what is the State doing – or considering doing – to reduce error rates? (i.e., Supervisory Case Reviews, case investigations, etc.)

Answer to question 3: For this RFP, the State is only looking for training in the error prone areas.

Question 4: Does the State have a preferred training delivery mechanism? We've done live classroom training, remote instructor-led training, and web-based (self-paced) training. I want our plan to reflect your needs.

Answer to question 4: The State would entertain all delivery mechanisms. Propose option or pick the best one that you see working for the State.

Question 5: I'm not sure what to do with **PERSONNEL REQUEST*** on the page 2 of Attachment A. Is this something we need to complete? It reads as if we're requesting state personnel, and while we'll certainly need access to folks, we don't know their salaries or fringe benefits.

Answer to question 5: The State is inquiring what staff the vendor plans to bill the State for services rendered. This is only Vendor's personnel.

Question 6: Please confirm that the vendor is responsible for delivery of training on the curriculum it develops. If yes, please provide the following information:

- When in the one-year contract term does the state anticipate that the trainings will be provided? How frequently will these trainings need to be delivered (e.g. once during the duration of the project, quarterly, or semi-annually?)
- Will the vendor be training just the Eligibility Technicians? Or is the vendor responsible for training supervisors? Are there other classifications of staff who will be trained?
- What's the total number of staff who will be trained in each office?

Will the state provide a location and essential resources (computers, projectors, etc.) to conduct the trainings? Does the state have access to a computer lab to allow for hands-on training?

Answer to question 6: The State wants the vendor to prepare the curriculum for DHS staff to train DHS staff.

Question 7: Page 5 of the RFP states, “The vendor must track DHS’ progress in reducing error rates throughout the length of the vendor’s training plan.”

- How frequently will the vendor be responsible for submitting this report to the state?
- Please clarify what type of support the state will provide in tracking the error rates, including what data will be provided to the vendor.

Answer to question 7: This frequency will be finalized during contract negotiation, tell DHS when you can provide monthly, weekly or daily. A target rate reduction based on curriculum would be helpful for the RFP response but not required.

State will provide support where needed.

Question 8: What specific information will be provided to the vendor related to the error prone topics (income related payment errors, deduction errors, and household composition)? Will the vendor have access to FNS-380 worksheets and/or specific data on the errors?

Answer to question 8: SNAP can share findings from management evaluations as well as from FNS reviews.

Question 9: What is the state’s projected duration for the Training Plan?

Answer to question 9: Depends on the Work Plan provided by the Vendor. FNS must approve.

Question 10: Does the state have a Learning Management System (LMS)? Will the vendor have access to it?

Answer to question 10: Not at this time.

Question 11: Does the eligibility system have a training mode that the vendor can leverage for training purposes?

Answer to question 11: Not at this time.