



**State of Rhode Island
Department of Administration / Division of Purchases
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Tel: (401) 574-8100 Fax: (401) 574-8387**

**Solicitation Information
November 9, 2021**

ADDENDUM #1

RFP# 7659817

TITLE: Statewide Assister Network Services

Bid Closing Date & Time: November 30, 2021 @ 2:00 PM Eastern Time (ET)

Notice to Vendors

Attached are vendor questions with State responses. No further questions will be answered.

**Nina M. Lennon
Interdepartmental Project Manager**

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

Vendor Questions with State Responses for RFP #7659817– Statewide Assister Network Services

#	Question	Answer
1	The State has asked the candidates to submit recommended selection criteria for assister entities as well as proposed entities under consideration. Is the State looking for RFP candidates to name specific entities within their response? Does the State expect the successful Network Manager to select the network by RFP?	The State requests that bidders provide a list of entities that might be under consideration for inclusion in the network in order to demonstrate the potential breadth, scope and diversity of the network. The successful Network Manager is encouraged but not required to select network participants by RFP. If an RFP approach will not be utilized, the bidder must explain how it will ensure a competitive and transparent selection process.
2	The State would like the candidate to submit a satisfaction survey solution that is measured at the point of service. It appears that this infers that the same person providing assister services is doing the satisfaction survey. Can the State please provide clarification regarding the point of service preference?	The State requests a survey solution that engages the customer as soon as reasonably feasible after the point of service in order to capture timely recollection of the customer. The State is open to bidder recommendations on how timely recall can be obtained.
3	To provide bidders with the opportunity to provide fully detailed responses, would the State consider increasing the page limit to a higher amount than six (6) for the Technical Proposal?	The State intended for the page limit to be twenty-five (25) pages and apologizes for the error in stating a six (6) page limit.
4	Regarding page 5, item #10 of the solicitation information, for items that are marked “a” and b” are they sub-items that only apply to vendors with 50 or more employees? Are affirmative action policy statements/plans or other requirements in this same section required to be submitted with the RFP response or upon selection as Network Manager?	All vendors, regardless of size, are required to submit the Certification of Compliance and the Contract Compliance Reports. With respect to Affirmative Action Plans, vendors that have 50 or more employees and \$50,000 or more in government contracts (federal, state, municipal combined) annually are required to submit a fully executed Affirmative Action Plan. For those vendors that do not meet that threshold, they will be required to submit an Affirmative Action Policy Statement. EEO submittals are not required at the time of proposal, but rather are submitted at the time of tentative award.