



# Request for Quote

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
 ONE CAPITOL HILL  
 PROVIDENCE RI 02908

BUYER: Cadoret, David  
 PHONE #: 401-574-8131

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**O**  
 DOA CONTROLLER  
 ONE CAPITOL HILL, 4TH FLOOR  
 SMITH ST  
 PROVIDENCE, RI 02908  
 US

CREATION DATE : 13-SEP-19  
 BID NUMBER: 7598952,1  
 TITLE: OVENS AND DISHWASHERS FOR DEPT OF CORRECTIONS  
 BLANKET START : 01-OCT-19  
 BLANKET END : 31-DEC-19  
 BID CLOSING DATE AND TIME: 23-SEP-2019 10:00:00

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 DOC CDC WAREHOUSE  
 ATTN: (SEE 'ATTN' line in PO)  
 25 POWER ROAD  
 CRANSTON, RI 02920  
 US

Requisition Number: 1618857

Amendment Description: This addendum posts sign in sheet from mandatory pre-bid conference.

This addendum posts buyer's introductory remarks.

This addendum posts notes about working in a prison setting.

This addendum posts notes/clarifications from pre-bid conference.

Line	Description	Quantity	Unit	Unit Price	Total
1	CONVECTION OVENS, ELECTRIC BLODGETT OVEN MARK V-100 DBL. NO SUBSTITUTIONS. AS PER ATTACHED SPECIFICATIONS.	4.00	Each		
2	DISHWASHER CONVEYOR TYPE HOBART CLPS66EN-BAS+BUILDUP. NO SUBSTITUTIONS. AS PER ATTACHED SPECIFICATIONS.	1.00	Each		
3	DISHWASHER, CONVEYOR TYPE HOBART CL44EN-BAS+BUILDUP. NO SUBSTITUTIONS. AS PER ATTACHED SPECIFICATIONS.	1.00	Each		

Delivery: \_\_\_\_\_

Terms of Payment: \_\_\_\_\_

It is the Vendor's responsibility to check and download any and all addenda from the RIVIP. This offer may not be considered unless a signed RIVIP generated Bidder Certification Cover Form is attached and the Unit Price column is completed. The signed Certification Cover Form must be attached to the front of the offer



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Department of Administration  
DIVISION OF PURCHASES  
One Capitol Hill  
Providence, RI 02908-5855

Tel: (401) 574-8100  
Fax: (401) 574-8387  
Website: [www.purchasing.ri.gov](http://www.purchasing.ri.gov)

**September 13, 2019**  
**ADDENDUM NUMBER ONE**  
**RFQ # 7598952**  
**TITLE: OVENS AND DISHWASHERS FOR DOC**

**Closing Date and Time: 9/23/19 AT 10:00AM**

**Per the issuance of this ADDENDUM #1 (15 pages) the following is noted:**

- This addendum posts sign in sheet from mandatory pre-bid conference.
- This addendum posts buyer's introductory remarks.
- This addendum posts notes about working in a prison setting.
- This addendum posts notes/clarifications from pre-bid conference.

As noted by buyer:

- This is a mandatory pre-bid conference. Only bids submitted by those vendors signing in will be considered.
- Pricing should include delivery to location. All deliveries will require a lift gate. Vendor will be required for receiving/uncrating and delivering the units. Hook up will be by agency staff. Awarded vendor (or it's representative) will be responsible to test all equipment after hooking up by agency and provide training to agency (if required).
- All vendor employees entering Department of Corrections property must pass a BCI check. This is done by the Department of Corrections. Additional documents outlining procedures for working in a Correctional facility will be posted with the addendum.
- The agency will be responsible for removal/disposal of the old equipment.
- This equipment is currently in use in all ACI facilities and due to staff transfer on a daily basis, familiarity with the equipment is imperative. Therefore, this is a NO SUBSTITUTION bid.
- Vendors must bid all lines.
- Any rebates will be handled directly by the agency.
- Questions concerning this solicitation may be e-mailed to the Division of Purchases at [doa.purquestions14@purchasing.ri.gov](mailto:doa.purquestions14@purchasing.ri.gov) no later than September 12, 2019 at 5pm. Please reference the RFQ number on all correspondence. Questions should be submitted in a Microsoft word attachment. Answers to questions received, if any, will be posted on the internet as an addendum to this solicitation ([www.purchasing.ri.gov](http://www.purchasing.ri.gov)). It is the responsibility of all interested parties to download this information. NO QUESTIONS WERE RECEIVED.



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**September 13, 2019**  
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**TITLE: OVENS AND DISHWASHERS FOR DOC**

**Closing Date and Time: 9/23/19 AT 10:00AM**

Notes/Clarifications from Pre-bid:

- Ovens are drop off only at the Intake Center. Ovens are the priority to be delivered no later than 11/1/19.
- Regarding the dishwasher Hobart Model No. CLPS66EN-BAS+BUILDUP
  - Remove the side loader. Not required.
  - Remove the electric booster. Replace with separate steam booster.
- Your bid should be submitted using the Request For Quote form attached. DO NOT alter this form in anyway as your bid may be deemed non-responsive.





**"MANDATORY" PRE-BID CONFERENCE SIGN IN SHEET**


Mandatory Pre-bid Conference: Any vendor who intends to submit a bid proposal in response to this solicitation must have its representative attend this mandatory prebid conference, sign, and complete all required information on this Sign-In Sheet. Failure to comply with this requirement will result in the rejection of any bid proposal.

BID NUMBER: 7598952  
 BID TITLE: OVENS AND DISHWASHERS FOR DOC  
 PRE-BID DATE AND TIME: 9/11/19 AT 9:30AM

Purchasing Representative:  
**DAVID A. CADORET**  
 Mandatory Pre-bid START TIME: **9:35**  
 Mandatory Pre-bid END TIME: **10:30**

COMPANY NAME	COMPANY REPRESENTATIVE	SIGNATURE	ADDRESS	CONTACT E-MAIL	CONTACT PHONE NUMBER
1 STATE PURCHASING	DAVID A. CADORET	<i>[Signature]</i>	1 CAPITOL HILL, PROVIDENCE	DOA.PURQUESTIONS14@PURCHASING.RI.GOV	401-574-8131
2 Johnson Lincolns	Richard Lemay	<i>[Signature]</i>	21 Fathom Row Waterfall	<i>[Handwritten]</i>	508 746
3 B&B RESTAUR	DM CHARLES	<i>[Signature]</i>	43 BENJAMIN ST + R. H. ROAD	JAMES@B&BRESTAUR.COM	202 57
4 Food Service	Michael Bonavent	<i>[Signature]</i>	25 Power Re Center	<i>[Handwritten]</i>	721 467
5 MAINTENANCE	A FORLINI	<i>[Signature]</i>	10 GARVEY RD.	ANTHONY.FORLINI@DOC.RI.GOV	0060
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**RHODE ISLAND DEPARTMENT OF CORRECTIONS  
POLICY AND PROCEDURE**

	<b>POLICY NUMBER:</b> 9.40-5 DOC	<b>EFFECTIVE DATE:</b> 10/27/14	PAGE 1 OF 8
	<b>SUPERCEDES:</b> 9.40-4 DOC	<b>DIRECTOR:</b> <i>Richard T. Wall</i>	
<b>SECTION:</b> SECURITY AND CONTROL		<b>SUBJECT:</b> PROCEDURES FOR CONTRACTORS AT INSTITUTIONAL FACILITIES	
<b>AUTHORITY:</b> Rhode Island General Laws (RIGL) § 42-56-10(22), Powers of the director; (RIGL) § 38-2-2(4)(b) Public Records Act			
<b>REFERENCES:</b> RIGL§ 38-2-2(4)(b); RIDOC policies 2.22 Procedures for Monitoring Compliance of Subcontractors with USDOJ Civil Rights Regulations; 3.14-2 DOC, Code of Ethics; 4.03-3 DOC, Orientation and Entrance-Level Training for Non-Correctional Officer Employees; 7.01-2 DOC, Accountability and Procedures for the Utilization of Community Agencies, Volunteers, Interns, and/or Employees of Outside Public and Private Organizations; 9.18-4 DOC, Introduction of Unauthorized Items Into the Adult Correctional Institutions; 9.23-2 DOC, Access to ACI Facilities by Staff and Persons Providing Services to RIDOC; 9.24-3 DOC, Entry to/Exit from to Secure Facilities; 10.35-2 DOC, Maintenance On-Call Procedures; DOJ Final PREA Standards 115.6 Definitions; 115.32 Volunteer and Contractor Training; 115.77 Corrective action for Contractors and Volunteers			
<b>INMATE/PUBLIC ACCESS?</b>		X YES	
<b>SPANISH TRANSLATION?</b>		X NO	

**I. PURPOSE:**

To delineate the rules, regulations and procedures that must be followed by all contractors who provide services to the Rhode Island Department of Corrections (RIDOC) in its institutional facilities.

**II. POLICY:**

It is imperative that all contractors providing services in RIDOC's institutional facilities fully understand and adhere to the rules, regulations and procedures as directed by the



Department, to include the Department's Code of Ethics and Conduct (policy 3.14-2 DOC, or a successive policy). Failure to adhere to these rules and regulations may result in a delay of payment or non-payment of invoices, suspension of the contractor's or contractor's representative authorization to provide continuing services, and/or termination of the contract with RIDOC.

Departmental contract managers are responsible for the dissemination of this policy to all appropriate contractors and to ensure that contractors fully understand these rules and regulations. Contractors are, in turn, responsible for disseminating this policy to appropriate employees and subcontractors.

### III. PROCEDURES:

#### A. Definition

For the purposes of this policy, a contractor is defined as any individual, organization, business, or program provider other than RIDOC employees who have been contracted by the State (or sub-contracted to a contractor of the State), or who are otherwise compensated to provide goods or services to RIDOC and who are required to enter secure areas of a correctional institution.

#### B. Orientation Program

1. If a contractor is to provide services which bring its workers into regular contact with inmates, such contractor or contractor's employees may be required to participate in an orientation program conducted by RIDOC's Training Academy in consultation with the appropriate administrator.

NOTE: This training shall include instruction that RIDOC has a zero-tolerance policy regarding sexual abuse and sexual harassment of inmates as well as other duties and responsibilities mandated by the Prison Rape Elimination Act Standards.

2. RIDOC contract managers should consult with the Assistant Director of Institutions and Operations or designee if there is a question as to the appropriateness of this training for a contractor or employees of the contractor.

NOTE: Any contractor who is exempted from NBO training shall be notified in writing by the RIDOC Contract Manager that RIDOC has a zero-tolerance policy regarding sexual abuse and sexual

harassment of inmates as well as other duties and responsibilities mandated by the Prison Rape Elimination Act Standards.

3. If an orientation is needed, it is the responsibility of the contract manager to arrange a session with the Training Academy.
4. A schedule of training can be obtained from the Training Academy.

C. ID Requirement

1. Contractors who are required to perform services within institutional facilities must obtain security clearances consistent with policy 9.23-2 DOC, Access to ACI Facilities by Staff and Persons Providing Services to RIDOC, or a successive policy.
2. A Photo Identification Card/Access to Facilities Application Form is submitted to the contract manager, who, in turn, processes the application with RIDOC's Identification Unit. (See policy # 9.23-2 DOC, Access to ACI Facilities by Staff and Persons Providing Services to RIDOC, or a successive policy, for application form.)
3. Upon completion of service and/or expiration of contract, or upon the expiration date of the badge, identification badges must be returned to the contract manager. The contract manager then notifies the Assistant Director of Institutions and Operations or designee so that the contractor's employees' information maintained in applicable RIDOC databases may be updated.

For those contractors who are not issued ID badges, the contract manager, upon completion of service and/or expiration of contract, notifies the Assistant Director of Institutions and Operations or designee so that the contractor's employees' information maintained in applicable RIDOC databases may be updated.

D. Work Hours

1. General- Contractor work hours are scheduled either:
  - a. In accordance with the provisions set forth in the contract; or



- b. As scheduled by the contract manager prior to the commencement of work.
- c. No work is performed on Saturdays, Sundays, or holidays, unless authorized by the contract manager.

2. Facilities and Maintenance - Staff calls/faxes a request for service repairs.

- a. Contractor calls the Facilities and Maintenance Office to schedule service repairs and establish work day and time. Every effort is made to schedule service calls between the hours of 7:30 a.m. and 3:00 p.m.
- b. Contractor employees report to the Facilities and Maintenance Office to sign-in the appropriate logbook and contact the facility in need of service.

NOTE: Regardless of pre-scheduling, the Warden, Deputy Warden, or Shift Commander of the facility may, at any time, prohibit entry into a facility when deemed necessary for security purposes. The Shift Commander **MUST** contact the facility administrator before making this decision.

- c. Contractor reports to the facility and makes the necessary repairs. Contractor has the work order slip signed by a RIDOC staff member (e.g., maintenance personnel, steward, fire safety technician, or correctional officer escorting the contractor).
- d. Contractor leaves the facility and reports back to the Facilities and Maintenance Office to sign-out of logbook, relay any necessary information, and present signed service slip.

NOTE: All invoices noting hours worked must coincide with the sign-in/out hours in the aforementioned log book.

- e. If it is necessary for service calls to be extended beyond 4:00 p.m., contractor staff call the Facilities and Maintenance Office from within the facility where service is being performed and leave a voice mail message including departing day, date, time, facility location and extension from which s/he is calling.
- f. Sign-in/sign-out procedures:



Any contractor required to enter a RIDOC facility which houses inmates must abide by facility sign-in and sign-out requirements.

E. Security of Tools, Equipment and Toxic/Caustic Materials

It is the responsibility of all contract managers to provide contractors with instructions regarding the security of tools, equipment and toxic/caustic materials.

F. Conduct of Contractor and Contractor's Employees

1. The contractor shall communicate all necessary policies, rules, and regulations to his/her employees and subcontractors.
2. Contractors shall not have any illegal drugs, legally prescribed medical marijuana or alcohol on their persons.
3. Unopened and sealed containers of alcohol are permitted in vehicles only, consistent with 3.14-2 DOC, Code of Ethics, or a successive policy.
4. A contractor who works in a secure area or in proximity to the inmate population and has in his/her possession prescription medication must take steps to assure that these substances are stored in such a way that they are not accessible to the inmate population.

NOTE: The Rhode Island Medical Marijuana Act at RIGL § 21-28.6-7 specifically states that it does not permit:

- (a) "any person to undertake any task under the influence of marijuana, when doing so would constitute negligence or professional malpractice."
  - (b) the smoking of marijuana "in a correctional facility, or public place."
5. Contractors are not allowed admittance into any facility if it is known that they have consumed alcoholic beverages while outside the correctional property during the workday.
  6. Contractors shall not have weapons of any sort on their persons or in their vehicles.

7. Contractors must park in designated parking areas and must lock all vehicles.
8. All contractors entering ACI facilities shall exercise professional discretion with regard to their clothing. The Shift Commander shall have the final authority as to whether the attire of any contractor is inappropriate and/or poses a risk to the security or order of the facility and if that contractor shall be barred from entering a facility.
9. Contractors shall have no contact with inmates, except where such contact is a provision of the contract. When an inmate or a contractor has initiated inappropriate contact, such contact shall be immediately reported by the inmate or the contractor, or by the person having such knowledge, to the Correctional Officer in charge.
10. Any contractor who engages in sexual abuse of an inmate shall be prohibited from contact with inmates and shall be reported to law enforcement agencies, unless the activity was clearly not criminal, and to relevant licensing authorities.
11. All contractors shall have in-place instructions for their employees on the procedure to follow if they are exposed to an infectious disease.  
  
NOTE: In addition to any contract employer/employee instructions, any contract employee who is exposed to an infectious disease while working in a RIDOC facility shall immediately notify the supervising/escort Correctional Officer who will immediately notify the Shift Commander.
12. Vehicles and personal property of the contractors are subject to search when deemed necessary for security purposes.
13. No contractor convicted of a felony is allowed to work in the facilities without the express permission of RIDOC's Director, Assistant Director of Institutions and Operations or designees following consultation with the facility's Warden or Deputy Warden.
14. Contractors shall not bring into the facilities any items not required for the execution of their respective responsibilities and not approved by the contract manager.



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All contractors are required to follow the procedures set forth in section III.A. of RIDOC policy 9.18-4 DOC, Introduction of Unauthorized Items into the Adult Correctional Institutions, or a successive policy. Any special circumstances which require an exception from these procedures must be approved by the facility Warden or designee. Contract managers shall facilitate these exceptions.

It is the responsibility of the contract manager to distribute a copy of policy 9.18-4 DOC, Introduction of Unauthorized Items into the Adult Correctional Institutions, or a successive policy, to all contractors.

15. Contractors are permitted to perform only the work authorized by the contract manager or his/her express designee. They may not accept direction as to the scope of work, the nature of the work, or changes to the work from any other person.

16. Upon entry into a RIDOC facility, all persons other than uniformed facility staff are required to produce proper identification (picture I.D.) and surrender it to the Main Control Center or Vehicle Trap Officer. The Main Control Center or Vehicle Trap Officer issues a facility I.D. badge and retains the person's personal I.D. The process reverses when exiting the facility. Persons not possessing proper identification are denied admittance/access.



G. Contractor Emergency Service (Facility Maintenance/Repair/Construction Only)

1. The contractor must provide a 24-hour service number.
2. The contractor is contacted by telephone outside of normal work hours. Emergency service is authorized by designated RIDOC Facilities and Maintenance Unit superintendents or their designees.
3. The contractor is given the location and description of work to be performed, and is issued a temporary work order number by the Maintenance Superintendents. Facilities and Maintenance must give notice to the Shift Commander of who the contractor is sending, when s/he will arrive and for what purpose.



4. The contractor reports to the Main Control Center of the facility where work is to be performed. Upon arrival, appropriate facility staff performs applicable background checks.
5. Prior to starting work, contractor employees must call the Facilities and Maintenance Office from within the facility and leave a voice mail message stating the day, date, time, facility location and extension from which s/he is calling.
6. As required, a Correctional Officer is assigned to log tool inventory and to provide escort.
7. The contractor performs only work which is described by the Facilities and Maintenance Superintendent or designee.
8. Upon completion of work, the contractor obtains signature of a RIDOC staff member who escorted him/her or the Shift Commander on said contractor's work order. Contractor then calls the Facilities and Maintenance Office and leaves a voice mail message stating time of completion as well as facility and extension from which s/he is calling.

**RHODE ISLAND DEPARTMENT OF CORRECTIONS  
POLICY AND PROCEDURE**

	<b>POLICY NUMBER:</b> 8.08-2 DOC	<b>EFFECTIVE DATE:</b> 04/28/14	<b>PAGE 1 OF 4</b>
	<b>SUPERCEDES:</b> 8.08-1 DOC	<b>DIRECTOR:</b> <span style="float: right;">Please use BLUE ink.</span>  	
<b>SECTION:</b> PHYSICAL PLANT ENVIRONMENTAL CONDITIONS		<b>SUBJECT:</b> SMOKING AND TOBACCO REGULATIONS	
<b>AUTHORITY:</b> Rhode Island General Laws (RIGL) § 42-56-10(22), Powers of the director; § 23-20.10-1 et seq., Public Health and Workplace Safety Act; Executive Order 91-40			
<b>REFERENCES:</b> U.S. Department of Health and Human Services. <i>How Tobacco Smoke Causes Disease: The Biology and Behavioral Basis for Smoking-Attributable Disease</i> , Public Health Service, Office of the Surgeon General, 2010; Fire Safety in Correctional Facilities (NFPA study); NCCHC standards J-48, Use of Tobacco Products; P-50, Smoke-Free Environment; RIDOC policy 9.14-6 DOC, Detecting and Confiscating Contraband on or in the Possession of Inmates/Detainees (Including Frisk, Strip and Body Cavity Searches) or in Inmate Transport Vehicles; 9.18-4 DOC, Introduction of Unauthorized Items into the Adult Correctional Institutions; 11.01-6DOC, Code of Inmate Discipline; 24.03-4 DOC, Visits			
<b>INMATE/PUBLIC ACCESS?</b>		<b>X YES</b>	
<b>AVAILABLE IN SPANISH?</b>		<b>X YES</b>	

**I. PURPOSE:**

Tobacco use, particularly smoking, remains the number one cause of preventable disease and death in the United States. Involuntary exposure to environmental tobacco smoke (ETS) remains a common, serious public health hazard that is entirely preventable by adopting and enforcing policies. Smoking bans are the most effective method for reducing ETS exposure and are the only way to completely eliminate ETS exposure. Beyond eliminating ETS exposure among nonsmokers, smoking bans have additional benefits, including improved fire safety, reduced smoking intensity, potential cost savings to employers by way of lower healthcare and building

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maintenance costs and higher employee productivity due to reduced absenteeism. In addition, all tobacco products (including chewing tobacco) have an adverse effect on health, sanitation, and the condition of the physical plant. Optimal protection of nonsmokers and smokers, therefore, requires a smoke-free environment.

Given correctional facilities' unique settings, the national trend of correctional jurisdictions adopting total smoking bans within their prison systems and that ETS exposure remains a common public health hazard that is entirely preventable, the Rhode Island Department of Corrections (RIDOC) intends to eliminate the problems and risks associated with exposure to tobacco and ETS to staff, inmates, visitors, contractors, and property under the control of RIDOC by implementing a total ban on the use of tobacco products within its facilities.

## II POLICY:

All possession and use of tobacco products and their accessories, including but not limited to pipes, cigarettes, cigarette papers, chewing tobacco, cigars, matches and lighters, is prohibited within any and all buildings, vehicles, and property under the control of the RIDOC. (See, 9.18-4 DOC, Introduction of Unauthorized Items into the Adult Correctional Institutions, or a successive policy.)

In addition, electronic cigarettes (e-cigarettes) are also prohibited within any and all RIDOC buildings, vehicles and property.

## III. PROCEDURES:

### A. Applicability

This policy applies to, but is not necessarily limited to, RIDOC administrators, medical professionals, correctional and superior officers, non-uniformed personnel, contract employees, contractors, volunteers, students, and interns.

### B. RIDOC Staff

1. The USE of tobacco products and/or accessories, e-cigarettes and their components is prohibited within any building, vehicle, and/or property under the control of the RIDOC.



2. In addition, RIDOC employees as defined in item III.A. are prohibited from having tobacco products and/or accessories, e-cigarettes and their components in their POSSESSION when they are supervising or have custody of inmates.
  - a. Staff who work in any prison facility or "out building" (e.g., Industry shop) must deposit any/all tobacco products and/or accessories, e-cigarettes and their components in their lockers PRIOR TO assuming their posts.
  - b. Staff who enter/visit any prison facility or "out building" (e.g., to tour the facility, to attend a meeting, to conduct an audit, etc.) may not have any tobacco products, accessories, e-cigarettes and their components in their possession.
3. Smoking by RIDOC employees shall only be permitted during authorized breaks in designated "outside smoking areas" at least fifty (50) feet away from building entrances and windows.
4. Facility and building administrators or their designees will designate one outside smoking area per building.

NOTE: Inmate recreational areas shall not be considered outside smoking areas.

5. Facility and building administrators or their designees shall also ensure that adequate refuse containers are available to smokers in close proximity to outdoor smoking areas. Facility and building administrators ensure that such containers shall be emptied on a regular basis. Smokers shall destroy or render unusable their discarded tobacco products and accessories prior to discarding them.
6. RIDOC employees having custody of or supervising inmates (e.g., off-grounds work crews) shall not smoke, use tobacco-related products, or e-cigarettes and their components while on duty in the presence of inmates.
7. Violations of this policy may result in disciplinary action up to and including termination.

C. Inmates

1. No tobacco products, e-cigarettes and their components shall be stocked or sold by the Inmate Commissary.
2. Smoking, the use/possession of tobacco-related products, or e-cigarettes and their components by inmates is prohibited.
3. Passing, receiving and/or possessing tobacco, tobacco-related products, or e-cigarettes and their components (Category 1 contraband) is a Class 2 offense. Discipline shall be administered consistent with policy 11.01-6 DOC, Code of Inmate Discipline, or a successive policy.
4. Upon commitment to the Intake Service Center (ISC) (men) or the Gloria DiSandro McDonald building (women), RIDOC staff shall search for and dispose of any tobacco, tobacco-related products, or e-cigarettes and their components. These items shall be destroyed.

**NOTE:** Information regarding the "Smoking and Tobacco Regulations" policy will be included in inmate handbooks and outlined during inmate orientation.

D. Visitors

1. Wardens or designees will ensure that signs in English and Spanish are posted outside each facility stating that visitors are prohibited from bringing any tobacco-related items into the facility. Visitors shall secure all tobacco-related items in lockers located in facility lobbies.
2. Any visitor refusing to comply with the "Smoking and Tobacco Regulations" policy shall be denied visiting privileges. (See policy 24.03-4 DOC, Visits, or a successive policy.)