



Solicitation Information  
November 20, 2019

Addendum #1

RFP #7599824

TITLE: Optician Services – RI Dept. of Corrections

Submission Deadline: December 2, 2019 at 11:00 AM (ET)

Please Note:

The submission deadline has been extended from November 26, 2019 to Monday, December 2, 2019 at 11:00 AM (ET).

Gail Walsh  
Chief Buyer

Vendor A

The RFP requests pricing for eyeglasses (frames and lenses) but it does not request a fee/cost for the services of dispensing (fitting) the eyeglasses onto the patients (inmates). Please clarify:

1. Please confirm whether this RFP is for multiple correctional facilities and if so, please provide the location(s) of each.

**Answer: There are six facilities all located in Cranston RI –  
High Security – 54 Power Road  
Maximum Security – 1375 Pontiac Avenue  
JJ Moran Medium Security – 51 West Road  
Anthony P Trivisono/Intake Services – 18 Slate Hill Road  
Women’s Facility – 30 Fleming Road**

2. Please confirm if there is a contractor currently providing these services.
  - a. And if the response is yes, please provide:
    - i. the name of the current contractor
    - ii. the current frame offering
    - iii. the current contract pricing

**Answer: Yes. Currently, there is a contractor performing these services. All relevant information regarding needed services is contained in the RFP.**

3. Is this RFP requesting that contractors ship eyeglasses directly to the correctional facilities for someone (not employed by the contractor) at the facility to fit the eyeglasses on the patients (inmates); or

**Answer: Yes**

4. Is the RFP requesting the services of an Optician, in addition to supplying the eyeglasses, to go to each correctional facility and fit the eyeglasses on the patients (inmates)?

**Answer: No**

Vendor B

1. Reference page 1: Bid surety bond and payment and performance bond requirements.
  - a. Please confirm if these are applicable, and the required amounts of each bond.

**Answer: None are required for this work**

2. Reference page 6: Deliverables mentions the selected provider will provide Optician Services including eyeglasses and /or optical devices to inmate population in all facilities at the Rhode Island Department of Corrections as directed by the DOC’s licensed Optometrist.

- a. Please confirm the number of opticians that will be required from the contractor.
- b. If the requirement is for only one optician please confirm that the optician will not need to provide coverage during mandatory lunch and break periods.
- c. Please confirm the location where the opticians will work within the facility or facilities.
- d. Please confirm the hours of coverage required for the onsite opticians, and the days of the week the opticians are required to be onsite.

- e. What office equipment will the contractor be required to provide (computer, printer, phone, fax, internet connection, desk, chair, frame display, etc)?  
**Answer: This RFP is for eyeglasses, contact lenses, etc. as noted in the RFP. An optician is not required at the Cranston RI location. An optician may have to review the prescription and verify the accuracy of the lenses prior to shipment to the Cranston RI location.**
3. Reference page 8, Section 4: Paragraph 3 (Work Plan). Please provide more information on the work flow the contractor will support, in order for offerors to have an equitable opportunity to respond to the Work Plan requirement. For example:
- a. How will the contractor optician receive the prescription from the eye doctor?  
**Answer: The script will be faxed to your location through the use of an encrypted system**
  - b. Will patients see the optician, the same day the prescription is created, in all cases?  
**Answer: The ophthalmologist or optometrist will provide the information needed for the vendor to fabricate the lenses and frames**
  - c. Does the Rhode Island Department of Corrections (DOC) expect the contract to begin fabrication as soon as fitting is complete? Are there any additional steps required by the DOC, after fitting?  
**Answer: Fabrication will begin once the script is received by the vendor.**
  - d. Please confirm delivery is complete when the glasses arrive to the applicable facility.  
**Answer: Delivery is complete upon arrival of the glasses at the Cranston RI location**
  - e. How will the contractor invoice the DOC?  
**Answer: Through the iSupplier portal for electronic invoicing with the State of Rhode Island**
4. Please provide an annual estimate for the number of eyeglasses required for this RFP.  
**Answer: Approximately 3,000 per year**
5. Performance Metrics. What are the DOC's performance metrics for delivery, quality, customer satisfaction, etc?  
**Answer: Delivery within five days; percentage of broken frames returned to vendor per quarter; percentage of inaccurate lenses as compared to script; other metrics to be determined at the discretion of the State of Rhode Island**
6. Who is currently performing the optician services and eyeglasses fabrication?  
**Answer: All information needed for bidding purposes is contained in the RFP.**
7. What lenses and frames are currently provided and at what price?  
**Answer: All information needed for bidding purposes are contained in the RFP.**