



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Department of Administration
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ADDENDUM # 1

February 25, 2020

RFP #7601781

TITLE: HealthSource RI Customer Bill Pay Service Provider - DOA

Submission Deadline: March 2, 2020 10:00 AM (Eastern Time)

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

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

Robert DeAngelis

Senior Buyer

Attached are the questions with State responses regarding RFP #7601781 HealthSource RI Customer Bill Pay Service Provider

Vendor A

1. Does this project have an incumbent vendor and, if so, which vendor?
Yes, InComm
2. Are the services in this RFP continually needed, even beyond the term of the resulting contract, and therefore may be bid out again?
Yes, contingent upon customer demand and funding. The initial contract will be for two years, with three renewal year options.

Vendor B

1. Does the state currently have a vendor that provides these services? If so, could you provide the name of the vendor(s) providing these services and contract number?
Yes, InComm
2. If there is a contract in place, could you provide the total spend on the contract?
The total contract spend through January 2020 has been \$155K
3. Are these services a continual need for the state? Is it possible that the state will rebid these services as the contract awarded from this RFP expires in the future?
Yes, contingent upon customer demand and funding. The initial contract will be for two years, with three renewal year options.