



Addendum #1
27 Oct 06

RFQ # 7002455

Title: Computer Training Services (Master Price Agreement # 229)

Submission Deadline: 2 Nov 06 @ 2:00 PM (Eastern Standard Time)

- **A pre-proposal meeting summary, consisting of 16 vendor questions / State responses, is posted for review.**
- **No further questions shall be entertained.**

A handwritten signature in black ink, appearing to read "Jerome D. Moynihan".

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

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Response to Pre-Bid Proposal Conference Questions

Q1. Are references of work preferred and in what quantity?

A1. Yes, references are encouraged. References should be submitted for the instructors as well as for the company. No specific quantity is defined. However, the preference is for relevant references over quantity.

Q2. Please explain the quality guarantee.

A2. If the evaluation forms indicate an averaged unsatisfactory rating (defined as 5.0 or below out of 10), the State will request that the class/course be offered again at no additional charge for the same students. If the vendor or instructor consistently receives a rating of less than 5, the State will suspend services with the vendor until the vendor can demonstrate that it has taken steps to improve its services.

Q3. Will you require evaluation forms to be given to the students?

A3. Yes, the template will be supplied by DoIT

Q4. What are the expected hours of availability for Web Based Training (WBT)?

A4. It is expected that WBT training be offered during the workday and, whenever possible, in the evening to accommodate those who cannot attend training during their workday.

Q5. Can we assume a broadband connection?

A5. Not for those people who will complete their training at home. In addition, we require the necessary minimum computer specifications (including hardware, software, operating system and connection speed) be stated to utilize any WBT that is offered.

Q6. Please clarify the clause that allows for the State of Rhode Island to hire a contracted worker after 6 months.

A6. The State will continue to insist that any staff that is contracted for a period of 6 months or more be eligible for hire without penalty to the State.

Q7. Who is responsible for technical training set-up? Will the State set-up computers in advance if specifications are given.

A7. Whenever possible and/or applicable, the State will set-up the computers if sufficient notice of the necessary configurations is given to the IT staff.

Q8. Please clarify "flexibility in curriculum".

A8. The ideal vendor(s) will offer the option to customize the curriculum of courses to suit the needs of the State and/or to more accurately represent the State's processes. i.e. If the State wanted a group of its employees to learn a specific set of MS Word skills, the vendor would be willing to offer a scaled down curriculum that reflected the set of skills required.

Q9. Is there flexibility in vendor pricing or must it be hourly.

A9. The state encourages different pricing models that more accurately reflect the type of courses/training offered. Discounted pricing based upon enrollment is encouraged.

Please include the minimum and maximum number of students per class.

Please state any make-up policy that is offered.

If you have a training facility, please state if you offer the option to rent the facility including its computers and the hourly/daily rate.

Q10. Will all IT training now go through DoIT?

A10. It is expected that requests for IT training for agencies that comprise the Executive branch will go through the Training Department of DoIT. Requests from the Legislature, Judiciary, and Municipalities will manage their own requests.

Q11. How many levels of training is the State looking for?

A11. Where applicable the State prefers the following model: Beginner, Intermediate, and Advanced.

Please include information on certifications and testing for all applicable courses. Please state the fee for any testing, if not included in the course pricing. Please state if you offer the testing at your facility. Please state if you offer a preparatory class for testing and any applicable fee.

Q12. In cases such as MCSE does the State want "Boot Camp" or Full Package?

A12. Please include both options, if available.

Q13. Are the only training locations here at the Department of Administration?

A13. The State is currently using the following locations:

DOA
1 Capitol Hill
Providence, RI 02908

Pinel Bldg.
Wilma Schesler Lane
Cranston, RI 02920

Barry Hall
14 Harrington Rd
Cranston, RI 02920

It is expected that vendors who provide on-site training will travel to the above sites and any future site to be named within the State of Rhode Island.

Q14. Explanation of "P-Cards".

A14. Vendors are encouraged to state if they will offer a discount if the State pays for services via P-Card within 48 business hours of services rendered. "Purchase Cards" are corporate credit cards issued to the State.

Q15. Will the State consider "Pre-payment".

A15. The State will consider prepayment if there is a financial incentive as well as a clearly stated cancellation policy.

Q16. What is the approximate value of this MPA?

A16. From May 04 – July 06, the State spent about \$220,000 for services under this Master Price Agreement.