



ADDENDUM 1

December 1, 2021

RE: Response(s) to Questions posed with regards to RFP-DOE-2022-001 Reporting Hotline & Case Management Solution

Please find the Department of Education's response(s) to the questions posed below.

- 1. Are live intake representatives required? Discussed in section L. 6. (page 8) of this RFP?***

Response: Yes, live intake representatives are preferred. If not available, vendor can share their current intake process.

- 2. Question: Regarding page 9, Section IV, Contractual Requirements, are these deliverables required as part of the RFP or only required if our Company is awarded this RFP?***

Response: Contractual documents are required as part of the response to this RFP.

- 3. Question: Can you confirm that it is OK to send this RFP electronically to bids@vide.vi?***

Response: Email proposals electronically to bids@vide.vi

- 4. Question: For the recorded 800# script, should these scripts be recorded in English, Spanish and French Creole or is just English and Spanish acceptable?***

Response: English, Spanish and French Creole is required.

- 5. Question: In Section F. (5) on page 3, could you expand on the requirements to perform services on-site in DOE's facilities. Would a ZOOM type of training seminar explaining our services be sufficient?***

Response: Teleconferences and/or video calls are sufficient.

- 6. Question: Do you want an on-site physical presence at the start of the program or ongoing on-site services throughout the year?**

Response: On-site physical presence is not required, however, please describe how you/your company will allow for and support VIDE when executing this service.