



STATE OF DELAWARE
DEPARTMENT OF CORRECTION
245 MCKEE ROAD
DOVER, DELAWARE 19904

TO: ALL OFFERORS

FROM: CRAIG FETZER
PURCHASING SERVICES ADMINISTRATOR

SUBJECT: Addendum to Professional Services Request for Proposal (RFP)
Contract No. DOC18050-GRIEVANCE

**ADDENDUM #1 – February 1, 2018
CONSOLIDATED QUESTIONS & ANSWERS**

Section number: II

Paragraph number: 3

Page number: 4

Text of passage being questioned: "Grievance resolution categories include the following: Resolved, Unresolved, Withdrawn, Non-Grievable, Transferred, Released, Abandoned, and Return/Unprocessed."

Question: Can you clarify what is meant by "return/unprocessed" JTVCC inmate grievances? Is an unprocessed grievance mean we get it before it has been addressed?

Answer: Return/Unprocessed means grievances can be returned unprocessed if they contain vulgar/abusive or threatening language, were filed after the expiration of the applicable filing time period, are merely requests for information or services that may be obtained by other means, requests or complaints that are essentially about something that is not procedurally grievable, or are grievances filed on behalf of another inmate.

Section number: III, A.7.

Paragraph number: 1

Page number: 4

Text of passage being questioned: "Vendor response shall demonstrate that designated staffs that will perform work on the project have a master's degree or higher preferred in a social science field and have experience conducting relevant work in the criminal justice field. Include resumes and/or curriculum vitae of each designated staff with the response."

Question: Can experience be substituted for the Master's Degree (MD) requirement (See RFP, Page 4(A)(7)? For example, a person may have a Bachelor's Degree and 15 years of highly specialized experience in the services identified in the RFP. Would this satisfy the MD requirement?

Answer: Experience may not be substituted for a master's degree. As per RFP Page 4, Section III.A.7., the minimum requirement is a master's degree or higher preferred in a social science field and has experience conducting relevant work in the criminal justice field. The example noted in the above question does not satisfy the minimum requirement.

Section number: III, A.8.

Paragraph number: 1

Page number: 4

Text of passage being questioned: "Vendor shall be able to provide their own transportation to correctional facilities statewide to perform the required work."

Question: Please provide a travel schedule and time(s) expectations at each correctional facility in the state. From the language in the RFP, Page 4(A)(8), it appears we must prepare/account for these travel requirements. Also, will the contractor be separately reimbursed for travel related expenses (hotel, per diem, vehicle mileage, flights, etc.) ? If so, please provide details.

Answer: The DOC Project Administrator will coordinate with the selected vendor to arrange a date and time for orientation meetings. Grievance hearing observations are scheduled by the correctional facility and will be provided to the selected vendor when they are available. As per RFP Page 4, Section III.A.8., the vendor shall be able to provide their own transportation to correctional facilities statewide to perform the required work. This includes all travel related expenses. DOC will not separately reimburse for travel related expenses. The Vendor may factor in these expenses within the pricing items provided in Appendix C.

Section number: V. 7.a.

Paragraph number: 2

Page number: 18

Text of passage being questioned: "It may be at the State of Delaware's discretion as to the location of work for the contractual support personnel during the project period. The State of Delaware may provide working space and sufficient supplies and material to augment the Contractor's services."

Question: The RFP states that DOC has space for 1 contractor. Can the other team members work remotely from their homes?

Answer: For this RFP, the Delaware Department of Correction has determined that working space, supplies, and materials will not be available to augment the Contractor's services.

General Questions

Question: I want to ensure my understanding of the scope of work expected. The selected vendor will review the current grievance procedures at Level V facilities throughout Delaware then analyze and provide recommendations for required legal updates?

Answer: Correct in part although the scope of work goes beyond just reviewing the current grievance procedures. The full scope of work is stipulated in Appendix B of the RFP available at <http://bids.delaware.gov/>.

Question: Will this RFP compensate for overtime, travel expenses from Dover to other DOC facilities?

Answer: As per RFP Page 4, Section III.A.8., the vendor shall be able to provide their own transportation to correctional facilities statewide to perform the required work. This includes all travel related expenses. The Delaware Department of Correction will not compensate for overtime or travel expenses. The vendor may factor in these expenses within the pricing items provided in Appendix C.

Question: What is the estimated number of hours for a typical grievance observation?

Answer: A single grievance hearing observation is generally 15 minutes although several may be scheduled for the same day and location.

Question: If we offer to provide the services utilizing principles/owners of our company and a subcontractor that is a sole proprietor (both exempt from the State's Workers Compensation (WC) Insurance requirement), will the State of Delaware still require the coverage?

Answer: The State of Delaware will not require Workers Compensation insurance as noted in the question above. The exemption is allowed under Delaware Code Title 19, Ch. 23, § 2308.

Question: What is the average number of grievance hearings held annually at each facility? Are grievance hearings held on certain days?

Answer: The average number of grievances hearings held annually and the designated days for each facility is noted below. Please note these are approximated figures and the actual grievances hearings held is determined and scheduled based upon caseload and staff scheduling.

Facility	Grievance Hearings Annual Avg.	Designated Day(s)
James T. Vaughn Correctional Center	2500	Weekly (Wed. & Thur.)
Howard R. Young Correctional Institution	129	Weekly (Wed. or Thur.)
Sussex Correctional Institution	12	Monthly (Thur. or Fri.)
Baylor Women's Correctional Institution	7	As needed (Mon. – Fri.)