



Solicitation Addendum

Solicitation Number: 30-190485-DHB

Solicitation Description: Ombudsman Services

Solicitation Opening Date and Time: July 31, 2019 at 2:00 PM ET

Addendum Number: 4

Addendum Date: July 23, 2019

Purpose of Addendum: Department's Response to Supplemental Questions

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1. **RETURN ONE PROPERLY EXECUTED COPY OF THIS ADDENDUM WITH RESPONSE. FAILURE TO SIGN AND RETURN THIS ADDENDUM MAY RESULT IN REJECTION OF THE OFFEROR'S PROPOSAL.**
 2. Following are additional questions received for the solicitation and the Department's response.
 3. Carefully read, review, and adhere to all Department responses in this Addendum.

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Question #	RFP Citation & Page Number	Vendor Question	Department's Response
1	Section II.E. Submission of Proposal and Offeror's Response, 4 Proposal Submission and Number of Copies, a. Hard Copies Page 18	<p>For the instructions under "Hard Copies," is it a correct understanding that the Offeror is to submit 12 separate envelopes simultaneously?</p> <ul style="list-style-type: none"> * Two (2) envelopes to comply with a. i.: * One (1) envelop consisting of signed, original executed Technical Proposal only (Attachment B) * One (1) envelop consisting of signed, original executed Cost Proposal only (Attachment C) * Ten (10) envelopes each with full RFP response (with all the attachments including the Attachments B and C) 	<p>No, that is incorrect.</p> <p>Offerors should submit copies as follows:</p> <ul style="list-style-type: none"> o 11 hard copies (1 original and 10 copies) of Offeror's entire Technical Proposal, which consists of all documents listed in Section II.E.3. Required Proposal Documents, <i>except for Attachment C: Offeror's Cost Proposal.</i> All copies of the technical proposal may be provided in the same box. o 11 hard copies (1 original and 10 copies) of Offeror's Attachment C: Offeror's Cost Proposal. All copies of the cost proposal may be provided in the same box. <p>Offerors may submit multiple boxes as needed, so long as the technical proposal and cost proposals are not included in the same box.</p>

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Question #	RFP Citation & Page Number	Vendor Question	Department's Response
2	Section II.E. Submission of Proposal and Offeror's Response, 4 Proposal Submission and Number of Copies, b. Electronic Copies Page 18-19	As for the electronic copies, how should the four (4) flash drives be submitted? Should each be included differently with the envelopes above? Should all four (4) flash drives should be submitted in one envelop separate from the hard copies above? OR, should each flash drive be submitted separately (as 4 separate envelopes) as a standalone without any hard copies, thus making it the total number of 16 envelopes for simultaneous submission?	<p>Separate envelopes clearly labeled regarding which electronic copy is enclosed is preferred, but all electronic copies may be submitted in the same envelope, provided the individual flash drives/copies are clearly marked as specified in the RFP.</p> <p>The envelope(s) containing electronic copies may be included in the same box with either the technical or cost proposals, provided they are clearly labeled as containing electronic copies.</p>
3	Section II.E. Submission of Proposal and Offeror's Response, 4 Proposal Submission and Number of Copies, b. Electronic Copies Page 18-19	<p>Also per II. E. 4. b. i., is it a correct understanding that the three (3) flash drives should contain the following?</p> <ul style="list-style-type: none"> * 1st flash drive: All responses except for the Technical Proposal and Cost Proposal * 2nd flash drive: only the Technical Proposal * 3rd flash drive: only the Cost Proposal 	<p>There should be a minimum of three (3) flash drives, but Offerors may submit up to four (4) as follows:</p> <ol style="list-style-type: none"> 1. Offeror's entire Technical Proposal, which consists of all documents listed in Section II.E.3. Required Proposal Documents, except for Attachment C: Offeror's Cost Proposal. 2. Attachment C: Offeror's Cost Proposal 3. Redacted version of entire technical proposal 4. Redacted version of cost proposal <p>The redacted versions of the technical proposal and cost proposal may be provided on the same flash drive (for a total of 3), provided the cost proposal is in a separate file and clearly named.</p>

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Question #	RFP Citation & Page Number	Vendor Question	Department's Response
4	Attachment B: Technical Proposal, Questions regarding Section V.F. Communication, Engagement and Outreach pages 94-96	<p>I understand that the question period is over for this RFP. However, it appears that the Communication and Engagement and Outreach Section in the Technical Bid portion is missing specific response requirements for the following sections:</p> <ul style="list-style-type: none"> • Section F. 4 Engagement with Beneficiary Support and • Section F. 5 Outreach and Engagement <p>Can you clarify if this was intentional or should respondents prepared answers for these sections also?</p>	See Addendum 5 for additional revisions to the RFP, including a renamed and <i>Revised and Restated Attachment B: Offeror's Response to Technical Questions</i> , which contains questions for Sections V.F.4. Engagement with Beneficiary Support System Entities and V.F.5 Outreach and Engagement Strategy.
5	Section V.J. Non-Discrimination Pages 77-78 and Attachment B: Technical Proposal Pages 90-101	[T]here does not seem to be a response in the Technical Proposal for Section V. J. Non Discrimination	<p>The Offeror must agree to adhere to the non-discrimination requirements specified in the RFP in its response to Attachment A: Minimum Qualifications Table.</p> <p>A specific response to Section V.J. Non-Discrimination is not required for Attachment B.</p>

Addendum Execution on Next Page

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Failure to acknowledge receipt of this addendum may result in rejection of the Offeror's proposal.

Execute Addendum #4:

Offeror: _____

Authorized Signature: _____

Name and Title (Typed): _____

Date: _____