



**Insurance Certificate Tracking Services RFP
Solicitation Number: R-22-013-FG**

**ADDENDUM 1
April 13, 2023**

To Respondent of Record:

RESPONSES TO QUESTIONS

1. Question: Page 13, Affirmative Action - Respondent agrees to adhere to the EEO requirements. What is the EEO requirement for this solicitation?

Response: The EEO requirements can be found in Section 1(j) of the Sample Contract on page 35 of the RFP.

2. Question: Is mobile application a requirement?

Response: A mobile application is not a requirement, but is desired by SAWS.

3. Question: My firm offers two solutions for certificate review. One of the solutions provides certificate review within two (2) business days, instead of one (1) business day. Is this acceptable?

Response: One (1) business day certificate review turnaround is preferred by SAWS. However two (2) business days may be considered although it is possible points may be deducted during the evaluation.

4. Question: Provides automated updates to the System for all changes in insurance laws. Would it be possible to clarify your intention? We would simply be verifying compliance with those contractual requirements.

Response: SAWS prefers that the selected Respondent not only verify compliance per the contractual requirements, but that Respondent also monitors insurance laws within the state and can provide updates as applicable.

5. Question: Access to customized dashboard for SAWS' staff. There is a Dashboard that would be accessible by those provided seats in the system, and what data is displayed can be restricted or expanded based upon each users' permission level. What level of customization you require - is this in line with this requirement?

Response: SAWS desires an individual dashboard per user. It is not a requirement that the dashboard be customizable, but the user should be able to immediately see how many, and which vendors, of their assigned vendors that are not in compliance upon login.

6. Question: Ability for SAWS assigned staff to generate customized reports as needed, at no additional cost. We provide a large set of pre-built reports that can be manipulated through filters and sorting. Additional custom reporting is available, but a fee is assessed based upon the hours of labor required to build such reports.

Response: SAWS preference is for customizable reports that are at no additional cost. As required, Respondent should ensure they describe, as well as provide examples of reports that are available.

7. **Question: We don't provide training to the contracted vendors and contractors, as this is generally unnecessary - they simply receive an email with a link to a simple form to be completed. In the event that they are submitting documents directly, an email link would take them directly to a portal to upload documents. We have never needed to provide training to these third parties as they aren't really interacting directly with the system - they are just responding to emails and/or uploading documents directly in a portal provided. Is this acceptable?**

8.

Response: Training is only required for SAWS staff. However SAWS prefers training (on demand video would suffice) for vendors, if possible. In addition, the selected Respondent must be available to vendors for questions during the required business hours indicated within the RFP.

9. **Question: Is direct training for vendors as it is not generally necessary or part of our typical work-flow, required?**

Response: See response to Question #8.

END OF ADDENDUM 1

This Addendum is two (2) pages in its entirety, with no attachments.