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Purchasing Services

PROPOSAL #P06-100

DIVERSITY AND TEAMWORK TRAINING FOR THE  
UNIVERSITY OF MEDICINE AND DENTISTRY

ADDENDUM #1

June 30, 2006

The University of Medicine and Dentistry of New Jersey is seeking contractors to Provide Diversity and Teamwork Training for UDNJ, scheduled to open on July 18, 2006 at 2:00 P.M.:

**Change Opening Date to Read:** July 26, 2006 at 2:00 PM

**I. Answers to written questions received.**

1. **Question:** Page 7, Section 1.4.10.2 - Most of our consultants who will be involved in the training process are independent contractors. Are they required to obtain New Jersey Business Registration Certificates as well?

**Response:** No

2. **Question:** Page 10, Section 3.3 - Over what period of time will the program's success be measured? Are reductions in number of patient complaints related specifically to diversity-related issues? Is data currently available for indicators of success?

**Response:** a) After 3 month and 6 month review.

b) No

c) No

3. **Question:** Page 14, Section 4.9 – What if existing copyrighted materials are used?

**Response:** It is the Contractor's responsibility to obtain permission to use.

4. **Question:** Page 54, Section 7.9 - Does the term "lost" refer only to contracts which had actually been awarded to the Contractor or does it include potential contracts for which the Contractor was not a successful bidder

**Response:** This term only refers to contracts that have been awarded.

5. **Question:** Page 16, Section 4.16 - This section says UMDNJ will submit a request to the Contractor for necessary additional work, and that the Contractor must then submit justification for the necessity of the additional work. If UMDNJ is requesting the work, what sort of justification does the Contractor need to submit?

**Response:** Justification would include the information provided in the next sentence following the written proposal and justification requirement in the second paragraph under Section 4.16.

6. **Question:** Page 18, Section 4.20.2 - What sort of “uniform” must the Contractor’s personnel wear for this project?

**Response:** Business attire.

7. **Question:** Page 22, Section 5.4, it states: “The bidder shall limit their response to one volume, if at all possible, with that volume divided into four (4) sections as indicated below.” In the material that follows, on pages 23 and 24, we can only find reference to three sections to be included: Section 5.5-Forms, Section 5.6-Technical and Organizational Support and Experience Proposals, and Section 5.7-Cost proposal. Are there only three sections to be included?

**Response:** The proposal should be limited to one volume, if at all possible, divided into three (3) sections; Section 1 Forms, Section 2 Technical and Organizational Support and Experience Proposals and Section 3 Cost proposal.

8. **Question:** How many people are assigned to ED? Where will the training take place? How many people will attend the training?

**Response:** a) See Section 1.2, Background information for list of staff in the emergency department. b) Training will be provided on-site at UMDNJ facility. c) Training class sizes will vary according to needs, see Section 3.1.2.

9. **Question:** Page #3-4, Section 1.2 - According to this RFP, there are approximately 174 employees in the Emergency Department. Is this an accurate approximation of the number of employees to be trained for the next two-year period?

**Response:** Yes

10. **Question:** Page #10 –11 Section 3.0 Scope of Work, First Paragraph, Last sentence, “Training may include assessment survey.” Does the RFP allow for the use of focus groups to gain insight and information as well as paper and pencil surveys?

**Response:** Yes

11. **Question:** Page #10 –11 Section 3.0 Scope of Work, if focus groups are approved, will UMDNJ provide support and assistance in identifying, recommending and making available relevant staff to participate in focus groups?

**Response:** Yes

12. **Question:** Page #10 –11 Section 3.0 Scope of Work, Does UMDNJ have conference rooms that can be used by the Contractor, so as to accommodate focus groups?

**Response:** Yes

13. **Question:** Page #10 –11 Section 3.0 Scope of Work, Also, if paper and pencil surveys are used what, if any, measures will be taken by UMDNJ to assure that the surveys are completed and returned?

**Response:** The Contractor shall provide self mailing response envelopes and offer incentive suggestions.

14. **Question:** Page 10, Section 3.1 - Will Awardee have access to: Reports on grievances and affirmative action complaints, EOC complaints, Record of employee sick days, turnover and vacancy rates Record of patient walk-out rates and put-through times.

**Response:** No

15. **Question:** What information does UMDNJ currently have that shows that these items below are related to diversity training alone? Will this information be shared with the winning bidder?

Section 3.3.1.1 Patient complaints

Section 3.3.1.4 Reduce sick days

Section 3.3.1.5 Reduce turnover and vacancy rates

Section 3.3.1.7 Patient through-put times

**Response:** None for all

16. **Question:** Have any UMDNJ doctors and/or residents expressed an interest or concern about matters of diversity? Is it likely/possible that doctors and/or residents will participate in focus groups, surveys and diversity training?

**Response:** Optional classes will be offered to them.

17. **Question:** Page #16 Section 4.15 - What is the turn-around time from proper submission of invoice to payment of invoice? How often can the contractor submit invoices? For example, can invoices be submitted and paid monthly?

**Response:** Invoices can be submitted for payment monthly and payment is made by UMDNJ net 45 days.

18. **Question:** Page #17 Section 4.17 - In the event that UMDNJ exercises its sole discretion to reduce the scope of work under this contract how much advance notice will UNDMJ provide the winning bidder?

**Response:** 30 days

19. **Question:** Page #18 Section 4.20.2 Employees of the Contractor - "Contractor personnel will be in uniform..." Is the uniform a firm requirement for the winning bidder training contractor and its personnel or is this standard language to include other types of service companies?

**Response:** This is standard language and staff can wear business attire.

**BIDDERS MUST RETURN THE ENTIRE COMPLETED PROPOSAL RESPONSE INCLUDING ALL FORMS COMPLETED AND NO QUALIFYING STATEMENTS OR EXCEPTIONS WILL BE ACCEPTED. THE INFORMATION REQUIRED TO BE SUBMITTED IN RESPONSE TO THIS RFP HAS BEEN DETERMINED TO BE ESSENTIAL IN THE BID EVALUATION AND CONTRACT AWARD PROCESS. ANY QUALIFYING STATEMENTS, CONDITIONS OR DEVIATIONS MADE BY THE BIDDER TO THE RFP'S REQUIREMENTS OR TERMS AND CONDITIONS, COULD RESULT IN A DETERMINATION THAT THE BIDDER'S PROPOSAL IS MATERIALLY NON-RESPONSIVE AND WILL BE REJECTED."**

Please contact Denise Council at (732) 235-9060 if you have any questions regarding this addendum.

ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL SPECIFICATIONS REMAINS UNCHANGED.

END OF ADDENDUM.