



**CLEVELAND
METROPOLITAN
SCHOOL DISTRICT**

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May 11, 2022

To: All Vendors

From: Seletha R. Thompson
Purchasing Analyst

Re: Addendum #1 for RFQ #21345 - Providing Fraud Hotline Intake and Related Case Management Services

Below is Addendum #1 for RFQ #21345 - Providing Fraud Hotline Intake and Related Case Management Services

This addendum supplements and amends the items in the Specifications.

This Addendum #1 reflects the following:

- Response to Questions

This Addendum shall hereby be and become a part of the Contract Documents the same as if originally bound thereto.

RFQ DUE DATE

May 17, 2022 at 1:00 PM (EST)

REMINDER: Mailing of RFP Responses are encouraged. However, hand deliveries will only be accepted from 12:00 PM to 1:00 PM on May 17, 2022.

PPE IS REQUIRED TO BE WORN FOR ENTRANCE TO AND WHILE IN THE BUILDING.

--End of Addendum #1--

RFQ #21345 - Providing Fraud Hotline Intake and Related Case Management Services

RFQ Vendor Questions and Responses

1 Are we able to submit our submissions electronically, and if so to whom?

ANSWER: Electronic Responses are not accepted. Responses must be mailed as stated in the RFQ document.

2 Will the hotline be for both the 6,000 employees and the 36,000 students?

ANSWER: Fraud Hotline will be for anyone in the public who wants to report something.

3 Will Spanish or another language be required when receiving reports?

ANSWER: See Appendix A, question #7 in the RFQ #21345.

4 Does the district currently use another hotline and case management provider?

ANSWER: Yes.

5 Will this hotline be used just for Fraud, or also for ethics, harassment, legal, etc?

ANSWER: Generally for fraud, but other matters can and have been reported through our portal/hotline.

6 Page 7, Scope of Work: How many District personnel will require access to the case management system?

ANSWER: The phone line and portal will be open for use by the general public.

7 Page 9 - Selection Schedule: Approximately how much time will be devoted to the implementation of the hotline prior to the "go live" date?

ANSWER: We plan on making a recommendation on vendor selection to the Board of Education at the June 14, 2022 scheduled meeting. Board approval is set for scheduled meeting on June 28, 2022. So, two business days for go-live implementation on July 1, 2022.

8 Page 14 Appendix A Item 2 and Cost Sheet: Appendix A asks about training fees and software upgrades and the cost proposal sheet states that no minimum fees are permitted. If there is a cost for additional training or enhancements requested by the District after initial launch, how are those fees to be represented on the cost proposal form?

ANSWER: Please include any additional cost proposals in your response to the RFQ.

9 Page 14, Appendix A Item 7: Please clarify the extent of language translation desired. Are completed non-English intake reports to be delivered to the District in the reporter's language of choice or English?

ANSWER: We will accept in the reporter's language, but are interested in the answer to Appendix A., Item #7: Can the system accommodate foreign language translation services, including at a minimum, Spanish?

10 Whether companies from Outside USA can apply for this?
(like, from India or Canada)

ANSWER: Yes, as long as the company is legally able to perform business in the USA and the State of Ohio.

11 Whether we need to come over there for meetings?

ANSWER: No in-person meetings are expected at this time.

12 Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

ANSWER: Yes, as long as the company is legally able to perform business in the USA and the State of Ohio.

13 Can we submit the proposals via email?

ANSWER: No email responses are not accepted. Responses must be mailed as stated in the RFQ document.

— End of Questions and Responses —