

**RFP-DDEC-2026-16**  
**Professional Services for Evaluation of One-Stop Centers**

**Publication of Addendum / Responses<sup>1</sup>**

| ID                                                              | Question Received                                                                                                                                                                                                                            | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <b>Scope of Services, Centers, Methodology and Deliverables</b> |                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1                                                               | How many One-Stop Centers or American Job Centers are included in the scope, and is the contractor expected to evaluate all centers?                                                                                                         | The engagement encompasses Puerto Rico's fifteen Local Workforce Development Areas, which correspond to the sixteen Centros de Gestión Única or American Job Centers. The evaluation must provide comprehensive coverage of all fifteen Local Areas/AJCs. Proposers may recommend an integrated methodology that combines system-wide review, center-specific analysis, on-site or virtual activities, and other appropriate methods, but the proposal must demonstrate how each of the fifteen Local Areas/AJCs will be meaningfully included. |
| 2                                                               | Section 7.3 requires a cost breakdown “for the entire contract period,” but the RFP does not define a period of performance. What is the anticipated contract term (start date and duration), and are option/extension periods contemplated? | The contract term is one year beginning on the effective date of the executed professional-services agreement. September 3, 2026 is the anticipated Notice of Award date and does not constitute the contract-execution or project-kickoff date. The exact effective date and kickoff schedule will be communicated to the selected proposer after completion of negotiations and post-award requirements. Proposers should not assume any option period or extension unless it is authorized in writing by PRDEDC.                             |

<sup>1</sup> The questions answered are those received while the question period was open. Questions received after the July 28, 2026, deadline were not answered. Related questions were grouped together to avoid repetitive answers. The questions in this document were not edited by our team, unless necessary for spelling and/or translation.

| ID | Question Received                                                                                                                                                                                                                                                                                                                                                                                           | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| 4  | Table 4 provides the procurement schedule only. Does PRDEDC have an expected post-award project timeline, phasing, or deliverable due dates for the evaluation? If not, should proposers propose their own timeline?                                                                                                                                                                                        | The RFP does not establish a fixed calendar for each interim or final deliverable. Proposers must recommend a realistic schedule covering the full one-year term, including planning, data collection, stakeholder engagement, draft submissions, PRDEDC review, revisions, approval, knowledge transfer, and final delivery. The detailed schedule and review periods will be established in the approved work plan and professional-services agreement.                                                                                                                                                                                                                                                                               |
| 5  | The Programmatic Performance and Outcomes Evaluation requires review of participant-level outcomes (credential attainment, measurable skill gains, employment and retention, negotiated performance levels). Will PRDEDC provide the contractor access to the relevant performance data and case management/reporting systems? What data-sharing, confidentiality, and PII-protection protocols will apply? | PRDEDC will provide or facilitate access to relevant documents and data available to PRDEDC, WDP, and participating entities after contract award. Access to nonpublic participant-level or administrative data is not guaranteed and will depend on availability, project necessity, legal authority, required approvals, and applicable privacy and security requirements. Any access will be subject to data-sharing agreements, confidentiality obligations, protection of personally identifiable information, and limitations on use and disclosure. The contractor remains responsible for identifying data needs, validating available information, and proposing appropriate alternatives when requested data are unavailable. |

| ID | Question Received                                                                                                                                                                                                                                                       | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| 6  | Section 3.2.3 lists “mystery shopper assessments, if authorized.” Who provides such authorization and when will it be determined? Should this activity be included in the base Cost Plan or priced separately as an optional item?                                      | Mystery shopper assessments are included in the Customer Experience and Accessibility Evaluation only if authorized in writing by PRDEDC. Proposers must describe an appropriate methodology, proposed coverage of the fifteen Local Areas/AJCs, number and type of visits or contacts, evaluator qualifications, safeguards, and authorization requirements. The related cost must be separately identified in the Cost Plan as an optional activity. PRDEDC has not prescribed a fixed number of visits, and implementation may proceed only after PRDEDC approves the activity through the work-plan process. |
| 11 | Section 4.1 contemplates weekly or monthly performance reports and knowledge-transfer materials (manuals, operational guides). Should these be treated as contract deliverables and reflected in the Cost Plan, and if so, under which service domain from Section 3.2? | Yes. Performance reporting and capacity and knowledge transfer are requirements applicable across the engagement. Proposers must include the personnel, effort, manuals, operational guides, meetings, and other resources necessary to satisfy these requirements in the applicable service-domain costs or a clearly identified cross-cutting project-management line item. The final reporting cadence and knowledge-transfer schedule will be established in the approved work plan.                                                                                                                         |

| ID | Question Received                                                                                                                                                                                                                                                                                                | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| 12 | The deliverables listed under each service domain are described as “for reference and expectation setting purposes only.” Will the final set of contract deliverables be defined in the executed Service Agreement, and will proposers have the opportunity to confirm the deliverable list during negotiations? | The listed deliverables establish PRDEDC's expected type and scope of post-award outputs; they are not documents that must be submitted with the proposal. Proposers must demonstrate the capacity, methodology, and organizational approach necessary to produce all required outputs. Final deliverable titles, formats, sequencing, review procedures, and acceptance criteria may be refined through negotiations, the executed Service Agreement, and the approved work plan without eliminating any required service domain or material scope requirement. |
| 13 | We want to confirm how many one-stop centers are parts of the scope of the RFP.                                                                                                                                                                                                                                  | See Response 1.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 14 | Can DDEC provide a strategic plan(s) and associated metrics for these Centers?                                                                                                                                                                                                                                   | PRDEDC will provide or facilitate access to relevant strategic plans, policies, performance measures, certification materials, evaluations, and other documents available to PRDEDC, WDP, and participating entities after contract award.                                                                                                                                                                                                                                                                                                                       |
| 15 | What aspect of governance is the focus of this evaluation?                                                                                                                                                                                                                                                       | The assessment must address the governance structure and administrative framework of the One-Stop delivery system; compliance with WIOA Section 121, 20 CFR Part 678, applicable federal and state requirements, and local policies; Memorandums of Understanding and Infrastructure Funding Agreements; Local Workforce Development Board oversight; One-Stop Operator procurement and performance management; and relevant local procedures.                                                                                                                   |

| ID | Question Received                                                                                                                                                                                    | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| 16 | What kind of data do the Centers currently collect from clients/customers to assess performance and effectiveness of services?                                                                       | Available information may include participant intake, eligibility, enrollment, services, referrals, co-enrollment, case management, credentials, measurable skill gains, employment, retention, employer engagement, customer feedback, accessibility, and operational performance data. See response 5.                                                                                                                                                          |
| 17 | Which Centers are being evaluated and if not all, what is the criteria for those being evaluated?                                                                                                    | See Response 1.                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 18 | What is the size of the target population/sample (number of customers, employees)? And can DDEC indicate the number of focus groups and interviews to be conducted or is that for vendor to propose? | No predetermined sample sizes or activity counts are established. Proposers must recommend and justify statistically and operationally appropriate sampling, participation targets, and engagement levels that provide meaningful coverage of the relevant customer groups, employees, employers, partners, and all fifteen Local Areas/AJCs. Final instruments, targets, and fieldwork quantities will be established in the approved methodology and work plan. |
| 19 | The RFP does not clarify partner organizations. Might DDEC indicate or list the one-stop partners?                                                                                                   | The assessment must include the required One-Stop partner programs identified under WIOA Section 121(b) and 20 CFR 678.400, as applicable, including WIOA Title I Adult, Dislocated Worker, and Youth programs; Wagner-Peyser Employment Service; Adult Education and Family Literacy; Vocational Rehabilitation; among others. PRDEDC will facilitate access to the current partner structure and points of contact after award.                                 |
| 20 | As for the "mystery shopper" reference, can DDEC clarify whether proposals should include mystery shopping in the baseline cost proposal or as an optional add-on?                                   | The activity must be separately identified and priced as optional. See Response 6.                                                                                                                                                                                                                                                                                                                                                                                |

| ID | Question Received                                                                                                                                                                                                                                            | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 24 | How many One-Stop Centers and/or Local Workforce Development Areas are within the scope of this evaluation?<br>Can DDEC provide a list of the specific centers/regions to be assessed?                                                                       | See Response 1.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 35 | Will the selected contractor be granted access to existing MOUs, Infrastructure Funding Agreements (IFAs), governance policies, and other administrative records needed to conduct the Governance and Compliance Assessment, and if so, at what stage?       | See Responses 5 and 14.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 36 | Will DDEC provide existing customer satisfaction data, performance outcome data, and WIOA performance reports to support the Customer Experience and Programmatic Performance evaluations, or is the contractor expected to collect this data independently? | PRDEDC will provide or facilitate access to relevant existing customer-satisfaction, employer-satisfaction, accessibility, service-delivery, outcome, and WIOA performance data available after award, subject to Response 5. The contractor must evaluate the adequacy and reliability of those materials and conduct the additional surveys, interviews, focus groups, accessibility reviews, observations, and other data collection required by the approved methodology and Scope of Work.                                                                             |
| 37 | Will proposers be granted site access or introductory calls with One-Stop Center staff and Local Workforce Development Board members during the engagement, and is a data-sharing protocol or point of contact available for such coordination?              | PRDEDC will facilitate formal coordination and identify available points of contact for the fifteen Local Areas/AJCs, Local Boards, One-Stop Operators, staff, and participating agencies. The contractor remains responsible for outreach support, scheduling, follow-up, facilitation, documentation, relationship management, compliance with access protocols, and the day-to-day coordination necessary to complete the evaluation. Access to customers, employers, or protected records is not guaranteed and remains subject to applicable approvals and Response 5. |

| ID                           | Question Received                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Response                                                                                                                                                                                                                                                                                                                                                   |
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| 41                           | Section 3 describes the scope of the evaluation but does not specify the number and locations of One-Stop Centers/American Job Centers (AJCs) to be assessed during the one-year engagement period. Could PRDEDC confirm the total number of One-Stop Centers/AJCs, and their respective Local Workforce Development Areas, that fall within the scope of this evaluation, as this information is material to the staffing plan and Cost Plan required under Section 7.3? | See Responses 1 and 37.                                                                                                                                                                                                                                                                                                                                    |
| 42                           | Section 3.2.3 lists "mystery shopper assessments, if authorized" among the required services for the Customer Experience and Accessibility Evaluation domain. Could PRDEDC clarify the process by which such authorization would be granted, and whether proposers should assume mystery shopper assessments will be included in the base scope of work or treated as an optional/supplemental activity for Cost Plan purposes?                                           | See Response 6.                                                                                                                                                                                                                                                                                                                                            |
| 44                           | How many One-Stop Centers / American Job Center sites fall within the scope of this evaluation — is this limited to a single Local Workforce Development Area (LWDA), or does it cover all LWDAs in Puerto Rico?                                                                                                                                                                                                                                                          | See Response 1.                                                                                                                                                                                                                                                                                                                                            |
| <b>Cost Plan and Funding</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                            |
| 3                            | Is there an estimated budget, cost ceiling, or not-to-exceed amount for this engagement that proposers should consider when preparing the Cost Plan?                                                                                                                                                                                                                                                                                                                      | No estimated contract value, budget ceiling, or maximum not-to-exceed amount has been disclosed. Proposers must submit a reasonable and fully supported Cost Plan based on the complete scope, the six service domains, the proposed methodology, staffing and resource units, travel, data collection, technology, and all disclosed pricing assumptions. |
| 21                           | Does DDEC have an approved budget range for this evaluation?                                                                                                                                                                                                                                                                                                                                                                                                              | No. See Response 3.                                                                                                                                                                                                                                                                                                                                        |

| ID                                                             | Question Received                                                                                                                                                                                                                                                                                 | Response                                                                                                                                                                                     |
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| 23                                                             | Is there an estimated budget, budget ceiling, or maximum available funding for this engagement that proposers should use as a benchmark for the Cost Plan?                                                                                                                                        | No. See Response 3.                                                                                                                                                                          |
| 45                                                             | Is the funding for this effort coming from state or federal funds?                                                                                                                                                                                                                                | This engagement is funded with federal WIOA Title I funds.                                                                                                                                   |
| <b>Proposal Format, Submission and Mandatory Documentation</b> |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                              |
| 8                                                              | Part 4 contains unresolved cross-references defining which sections are subject to the twenty (20) page limit for the Technical Proposal. Please confirm which proposal parts count toward this limit, and whether appendices, resumes, and organizational charts are excluded.                   | The twenty-page limit applies only to Part 4, the Approach to Scope of Services or Technical Proposal. All graphics and tables included in Part 4 count toward that limit.                   |
| 9                                                              | Part 2 instructs proposers to focus on alignment with “PRDEDC’s communications and economic development priorities.” Please confirm whether this should read as the workforce development priorities articulated in Section 1.4, given that the scope of this RFP is workforce system evaluation. | The proposal must demonstrate alignment with PRDEDC's workforce development priorities, the objectives stated in Sections 1.3 through 1.5, and the six service domains in the Scope of Work. |
| 28                                                             | Part 4 (Approach to Scope of Services) contains a broken cross-referencen defining the sections subject to the 20-page limit. Can DDEC confirm precisely which Parts/sections of the proposal count toward the 20-page Technical Proposal limit?                                                  | See Response 8.                                                                                                                                                                              |
| 29                                                             | Are Part 5 (Team Composition, resumes, org chart) and Part 6 (References) subject to any page limit, or are they excluded from the 20-page Technical Proposal cap?                                                                                                                                | No separate page limit is established for Parts 5 and 6. See Response 8.                                                                                                                     |

| ID | Question Received                                                                                                                                                                                                                                                                                                                                                                                                                                               | Response                                                                                                                                                                                                                                                                                                                                       |
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| 30 | For a joint venture or teaming arrangement, must each member entity submit its own complete set of Table 1 and Table 2 documents (RUP, Good Standing, EIN, etc.), or only the lead/prime entity?                                                                                                                                                                                                                                                                | Each entity participating as a joint-venture member or co-proposer must submit the Table 1 and Table 2 documents applicable to that entity. The proposal must identify the lead entity and include the applicable authorization governing the joint venture or teaming arrangement.                                                            |
| 31 | Are identified subcontractors (as opposed to joint-venture partners) required to submit any of the Table 1/Table 2 mandatory documents, or are they only the prime proposer?                                                                                                                                                                                                                                                                                    | Only the prime proposer must submit the complete Table 1 and Table 2 documentation. Subcontractors must be identified in Part 5, including their roles and functions, but are not required to submit the complete mandatory-document package unless requested by PRDEDC. Joint-venture members and co-proposers remain subject to Response 30. |
| 32 | Is Annex A provided as an editable/fillable template, and if so, where can proposers obtain the electronic version?                                                                                                                                                                                                                                                                                                                                             | Annex A is included in the RFP and may be reproduced or extracted for completion.                                                                                                                                                                                                                                                              |
| 38 | Table 2 requires a notarized Sworn Statement of Compliance with Act No. 2-2018 as part of the Mandatory Requirements. As our firm may be submitting proposals in response to more than one concurrent PRDEDC solicitation, could PRDEDC confirm whether a single notarized Sworn Statement may be submitted and referenced across multiple concurrent RFP submissions, or whether a separately notarized statement is required for each individual RFP package? | No. A separate notarized Sworn Statement must be submitted for each RFP and must identify the corresponding RFP number.                                                                                                                                                                                                                        |

| ID | Question Received                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Response                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| 39 | <p>Section 5.1 (Table 1, "Financial Statements") states that if the Proposer has not been in business within the year prior to the submission date, each Principal, Stockholder, Partner, or Member holding 25% or more ownership must provide audited, reviewed, or compiled financial statements for the last two years prepared by a CPA under U.S. GAAP, including a Balance Sheet, Statement of Operations, Statement of Cash Flows, and accompanying notes. Our CPA has advised that under ASC 274 (the U.S. GAAP standard governing personal financial statements for individuals), the appropriate and applicable statement is a Statement of Financial Condition — the individual equivalent of a Balance Sheet — and that ASC 274 does not contemplate a Statement of Operations or a Statement of Cash Flows for individuals in the way these apply to business entities. Could PRDEDC confirm that a CPA-prepared Statement of Financial Condition under ASC 274, together with accompanying notes, satisfies this requirement for individual owners, given that a Statement of Operations and Statement of Cash Flows do not apply under the governing standard for personal financial statements?</p> | <p>Yes. For individual owners, the applicable CPA-prepared personal financial statements under U.S. GAAP and ASC 274, including the Statement of Financial Condition and accompanying notes, will satisfy the requirement. Statements that do not apply to personal financial statements will not be required. All other applicable ownership disclosures, sworn statements, and tax-return requirements remain in effect.</p> |

| ID                                                                                   | Question Received                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| 40                                                                                   | <p>Section 6.2 allocates 25% of the technical score to "Institutional Experience and Past Performance," and Part 6 requires at least three professional references from prior engagements comparable in scope, scale, or complexity. For a newly formed entity whose principal and key personnel possess directly relevant institutional experience — including workforce system evaluation, program evaluation, and public-sector organizational assessment — gained through prior professional roles rather than through the proposing entity's own corporate history, could PRDEDC confirm whether such individual professional experience and the corresponding professional references may be submitted to satisfy the Institutional Experience and Past Performance criterion and the Part 6 reference requirement?</p> | <p>Yes. The Evaluation Committee may consider the relevant experience and past performance of both the proposing entity and its proposed key personnel, including experience gained in an individual capacity or through prior organizations. Project examples and references must identify the relevant personnel, their roles and contributions, the client or organization, and the work performed.</p>                                                                                                                                   |
| 43                                                                                   | <p>Section 7.1 requires that the proposal itself be submitted in English. Given that the engagement involves direct stakeholder engagement activities — including interviews, focus groups, and satisfaction surveys — with job seekers, employers, and workforce partners across Puerto Rico (Section 2.4), could PRDEDC confirm the required language(s) for these stakeholder-facing activities and for the resulting deliverables (e.g., reports, the Continuous Improvement Plan, and the Executive Presentation of Findings), specifically whether these must be produced or delivered in Spanish, English, or both?</p>                                                                                                                                                                                                | <p>The proposal must be submitted in English. Stakeholder and customer activities must accommodate Spanish and English as appropriate for the participants and comply with applicable accessibility and language-access requirements. Proposers must include any translation, interpretation, accessible-format, and related quality-assurance resources necessary for their approach. Post-award deliverables must be prepared in English unless PRDEDC identifies a bilingual or Spanish-language requirement during project planning.</p> |
| <p align="center"><b>Evaluation, Presentation, Award and Procurement Process</b></p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| ID | Question Received                                                                                                                                                                                                                                                      | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| 7  | Stage 2 of the evaluation process states that the technical evaluation is “based on the criteria in Section 3.2,” while the weighted evaluation criteria appear in Table 3 (Section 6.2). Please confirm the basis and criteria for the technical score.               | Eligible proposals will be evaluated under the criteria and weights stated in Table 3 of Section 6.2: Technical Approach and Work Plan, 35%; Institutional Experience and Past Performance, 25%; Proposed Team and Management Capacity, 20%; Cost Plan, 15%; and Innovation and Added Value, 5%. The RFP does not establish a separate minimum technical-score threshold. Mandatory Requirements will first be evaluated on a pass/fail basis, and final selection will be based on the complete evaluation and best-value determination. |
| 10 | Section 8.1 references a pre-bid meeting and states that registered requesters will receive a meeting link; however, no pre-bid meeting date or time appears in Section 8 or in Table 4 (Key Dates). Will a pre-bid meeting be held, and if so, on what date and time? | No. A pre-bid meeting is not scheduled for this RFP at this moment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 22 | When is the pre-bid meeting?                                                                                                                                                                                                                                           | See Response 10.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 25 | Section 6.4 reserves DDEC's right to "grant more than one contract." Does DDEC anticipate awarding the six service domains to a single contractor, or does it intend to split the scope among multiple awardees?                                                       | PRDEDC intends to award the contract to a single qualified proposer capable of performing and integrating all six service domains, whether through its internal team or properly disclosed subcontractors or strategic partners. PRDEDC retains the rights reserved under Section 6.4, including the right to select more than one qualified proposer if determined to be in its best interest.                                                                                                                                           |
| 26 | Section 1.5 states a one (1) year period of service. Given the September 3, 2026, Notice of Award, what is the anticipated contract execution and project kickoff date, since that will determine the effective 12-month window?                                       | See Response 2.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| ID | Question Received                                                                                                                                                                                                                                                                                                                             | Response                                                                                                                                                                                                                                                              |
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| 27 | Is there an incumbent contractor currently performing all or part of this evaluation, and if so, is that firm eligible to submit a proposal under this RFP?                                                                                                                                                                                   | The RFP does not identify an incumbent contractor for this engagement. Any qualified entity may submit a proposal, provided it satisfies all RFP requirements and discloses any prior relationships or potential conflicts of interest.                               |
| 33 | Table 4 lists a "presentation" component within the Evaluation Period (Aug. 18 - Sept. 1, 2026). Can DDEC clarify the logistics of this presentation stage: is it inperson or virtual, how much advance notice will proposers receive, how long is each session, and is it separately scored or folded into the Technical Approach criterion? | No. An in-person or oral presentation is not required at this time and will not be separately scored.                                                                                                                                                                 |
| 34 | Section 6.4 refers to a possible negotiation phase before award. What is the anticipated timeframe for negotiations, if required, relative to the September 3, 2026, Notice of Award date?                                                                                                                                                    | If required, negotiations or Best and Final Offers are expected to occur during the evaluation period between August 18 and September 1, 2026. PRDEDC may adjust the procurement schedule through a written Addendum, and no negotiation or BAFO round is guaranteed. |