



RFP27006831 - AGENCY SOLICITATION SPECIFICATIONS
TITLE: ONSITE VISION AND OPTOMETRY SERVICES FOR THE INCARCERATED POPULATION

SECTION A. BACKGROUND

The Rhode Island Department of Corrections (RIDOC) is a unified comprehensive correctional system for men and women, located on the Pastore Complex in Cranston, Rhode Island. There are approximately 2,400 sentenced and awaiting trial individuals housed in six (6) facilities on the one-square mile campus. Facilities include the State's only jail for pretrial detainees, four sentenced male facilities, and one female facility.

The mission of the Rhode Island Department of Corrections is to contribute to public safety by maintaining a balanced correctional system of institutional and community programs that provide a range of control and rehabilitative options for criminal offenders. The DOC Rehabilitative Services Division provides a comprehensive array of rehabilitative opportunities including, but not limited to: GED, ABE, and educational opportunities; job training; domestic violence education; discharge planning programs; religious services and counseling. Inmates must have access to the full range of healthcare services, based upon community standards.

The RIDOC is responsible for providing medical, dental, and behavioral care to all individuals housed within the six (6) secured facilities. Three of the facilities provide 24/7 medical care. All facilities include a medical area, including a full dental operatory.

Optical equipment is located at the Men's Medium and Maximum-Security Facilities.

Average Daily Population (FY 2025)	
Intake Service Center	911
Minimum Security	141
Medium Security	793
Maximum Security	292
High Security	78
Women's Facility	147

SECTION B: SCOPE OF WORK AND REQUIREMENTS

I. General Scope of Work

The Rhode Island Department of Corrections (RIDOC) is soliciting proposals from qualified vendors to provide onsite comprehensive vision and optometry services to the incarcerated population. The selected vendor will be expected to provide a

minimum of 24 hours per month of optometrist and 10 hours per month of optician coverage. The exact number of staff required will be at the vendor's discretion.

Services shall be delivered in a secure correctional environment and must meet all applicable clinical, regulatory and security standards.

At a minimum, services shall include:

- Comprehensive eye examinations (routine and chronic care)
- Diagnosis, treatment, and management of ocular disease and vision disorders
- Glaucoma screening and management
- Diabetic retinopathy screening and monitoring
- Prescription of corrective lenses that are appropriate for a correctional setting.
 - Frame Requirements: non-metal, no removable decorative components, screws or sharp edges
 - Lens Requirements: non-shattering material
- Provision, fitting, adjustment, repair, and replacement of eyeglasses.
- Management of urgent and emergent eye conditions
- Referral coordination for specialty ophthalmology services, when clinically indicated.
- Documentation of all clinical findings and treatment plans in a method agreed upon by RIDOC.

The vendor shall provide all necessary clinical oversight, professional staff, administrative coordination, and optical materials required to deliver services in a correctional healthcare setting.

II. Vendor Requirements

The selected vendor shall:

- Deliver services onsite at designated facilities.
- Maintain sufficient staffing to meet service demand and avoid excessive waiting times.
- Ensure continuity of care and uninterrupted services during staff absences or vacancies.
- Comply with all applicable state, federal, local laws, and regulations.
- Comply with applicable American Correctional Association (ACA) and the National Commission on Correctional Health Care (NCCHC) standards.
- Adhere to all RIDOC policies, procedures, security requirements and clinical protocols.
- All optometrists, opticians and/or ophthalmologists, employed by the vendor must be licensed in the State of Rhode Island.
- Comply with all HIPAA regulations regarding patient confidentiality.
- Document all clinical findings and treatment plans in a method agreed upon by RIDOC.
- Participate in quality improvement, and utilization review activities, when applicable.
- Attend monthly meetings for the first six (6) months of the contract, and quarterly thereafter.

III. Security Requirements

All vendor staff must comply with RIDOC security protocols, including:

- Completion of the mandatory two-day New Employee Orientation (NEO) Training for staff providing services onsite.
- Acknowledgement that vendor staff who enter secure facilities are subject to policy record checks.
- Compliance with all RIDOC security procedures, including property search, contact with inmates, dress code, etc.
- Vendor badge scanning upon entry and exit in facilities equipped with badge access systems.

SECTION C: PROPOSAL

1. Technical Proposal

Narrative and format: Vendors must submit a technical proposal which addresses each of the following elements and is limited to eight (8 pages) (this **excludes** any appendices and as appropriate, resumes of key staff that will provide services covered by this request):

- A. **Staff Qualifications** – Provide staff resumes and describe qualifications and experience in staff who will be involved in this contracted work. Experience in a correctional or institutional setting is strongly preferred. Staff must maintain appropriate credentials to practice in the State of Rhode Island. Please also identify vendor staff from corporate office who will be responsible for account oversight.
- B. **Capability, Capacity, and Qualifications of the Vendor** – Provide a detailed description of the Vendor's experience in delivering correctional or institutional optometry services, including similar projects, contracts and/or partnerships, and populations served. The proposal must include a minimum of three (3) relevant professional client references with the following information: organization name, address, primary point of contact, dates of service and a summary of the type(s) of service(s) delivered.
 - a. Describe the Vendor's organizational structure and capacity to deliver the requested services. This should include an overview of operational infrastructure, as well as the qualifications and expertise of key executives and/or directors involved in program implementation and oversight.
 - b. The Vendor must demonstrate the ability to maintain uninterrupted treatment services in the event of staff vacations, absences, or vacancies.
 - c. The Vendor must demonstrate the capability to meet all minimum contracted services hours (24 hours for optometrist, 10 hours for optician). The Vendor shall also demonstrate the capacity to scale services in response to increased demand, population changes, special projects or other operational needs identified by the Department of Corrections.
- C. **Work Plan** – Please describe in detail, the operational framework for which services will be delivered effectively in a correctional environment. At a minimum, it should address:
 - Frequency of onsite clinics.
 - Anticipated patient volume per clinic.
 - Scheduling model.
 - Coordination with facility healthcare and security staff.

- Timelines for routine and urgent eye exams.
 - Strategies to minimize appointment backlog.
 - Lens and frame options appropriate for correctional settings (provide no more than three (3) female and (3) male frame styles; must be durable and security-compliant).
 - i. Samples of each must be included with bid response.
 - ii. Frame Requirements: non-metal, no removable decorative components, screws or sharp edges
 - iii. Lens Requirements: non-shattering material
 - Turnaround times from order to fabrication to delivery.
 - Processes for replacement, if applicable.
- D. **Approach/Methodology** – Define the clinical approach and care delivery methodology, including examination protocols, diagnostic equipment to be used, quality control procedures to ensure lenses match prescriptions, and documentation standards. In addition, the vendor should speak to their ability to ensure coordination of care with existing providers, adherence to correctional health standards, communication with custody staff, continuity of care, and strategies to ensure quality, safety, and compliance within a secure environment.

2. Cost Proposal

Vendors must submit a completed Exhibit A - Cost Proposal that clearly identifies **all** costs associated with providing services under this RFP.

The Proposal shall:

- Be presented in a clear, detailed format.
- Include detailed hourly rates for all personnel identified.
- Include all eyewear costs.
- Identify any startup or equipment costs, if applicable.
- Clearly indicate any price escalation terms. Rates and other costs should include a plan for **all years** covered.

Vendor staff are only paid for hours worked. The RIDOC does not pay for vendor sick, vacation and/or other paid time off. This includes lunch breaks during a scheduled shift.

3. Supplemental Bidder Attestation Form

See Appendix A on the “Overview” tab in Ocean State Procures™ for information. Vendors are required to complete, sign and submit this form with their overall proposal.

4. ISBE Proposal

See Appendix B on the “Overview” tab in Ocean State Procures™ for information and the MBE, WBE and/or Disability Business Enterprise Participation Plan form(s). Vendors are required to complete, sign and submit these forms with their overall proposal. Please complete separate forms for each MBE, WBE, and/or Disability Business Enterprise subcontractor to be utilized on the solicitation.

SECTION D: EVALUATION AND SELECTION - SOLICITATION SPECIFIC

Technical proposals must receive a minimum of 55 (78.5%) out of a maximum of 70 points to advance to the cost evaluation phase. Technical proposals scoring less than 55 points shall not have the accompanying cost or ISBE participation proposals opened or evaluated; such proposals shall not receive further consideration.

Technical proposals scoring 55 points or higher shall have the cost proposals evaluated and assigned up to a maximum of 30 points, bringing the total potential evaluation score to 100 points. As total possible evaluation points are determined, vendor ISBE proposals shall be evaluated and assigned up to 6 bonus points for ISBE participation.

Proposals shall be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	10 Points
Capability, Capacity, and Qualifications of the Vendor	15 Points
Work Plan	30 Points
Approach/Methodology	15 Points
Total Possible Technical Points	70 Points
Cost proposal	30 Points
Total Possible Evaluation Points	100 Points
ISBE Participation	6 Bonus Points
Total Possible Points	106 Points

Additional evaluation criteria can be found at:

- For those with an OSP account, see the “Requirements” tab of this solicitation in OSP for additional information on the evaluation and selection process in the “RFP Standard Specification” section.
- For those without an OSP account, public access to the full bid can be found at <https://ridop.ri.gov/vendors/bidding-opportunities>. Search for this solicitation, open the record, click on the “Print/Download Solicitation Summary” button in the upper right corner for all the solicitation requirements and supporting documents are found at the bottom of the page in the “Solicitation Attachments” section.