



MEMO TO: ALL BIDDERS

FROM: Eastern Shore of Virginia Broadband Authority

Robert Bridgham, Executive Director

DATE: January 13, 2026

SUBJECT: ADDENDUM 2

RFP No 2025-001

This listing of addendum items is distributed to all bidding contractors and is to be included as part of the Review of Organizational Design and Operational Process Optimization RFP documents. Please certify on your RFP Form that you have received Addendum 1.

Response to Queries

Q: Is ESVBA considering an extension to the 1/16 deadline?

A: *Yes, the new RFP opening date is January 30th, 2026, 2:00 pm-3:00 pm.*

Q: What insurance coverage is expected from the offeror?

A: *Comprehensive general liability: \$1,000,000 & Workers' Compensation: \$100,000*

Q: Are there any materials shared during the pre-session to be shared? including the meeting minutes, the attendee sign-in sheet, and a record of any questions and answers addressed during the meeting?

A: *No materials were shared during the meeting. Addendum 1 comprises the questions raised and answered during the meeting.*

Q: Does a Certificate of Authority issued by the Virginia State Corporation Commission (SCC) for a foreign (out-of-state) entity satisfy this requirement?

A: *A certificate of Authority should suffice to meet the requirements. Please ensure that no other requirement applies.*

Q: Are there existing SOPs, process maps, or desk manuals that the successful offeror will be reviewing, or are offerors expected to document these processes from scratch?

A: *We have some documents and processes that the offeror is welcome to consult, build on, or create new ones. Additional information is available on our website.*

Q: Section B.2 mentions the creation of a "digital, accessible SOP Manual." Does ESVBA have a preferred technology platform for this manual (e.g., SharePoint, a specific intranet software, or a PDF repository), or is ESVBA looking for the vendor to recommend one as part of the solution?

A: *We use Google Workspace (Google Drive) for the most part.*

Q: Where is the project location, and is work required to be completed on-site?

A: *Our office is in Exmore, Virginia. The work can be done remotely or on-site. There is no requirement to be on-site.*

Q: Where can I find the first addendum (Addendum 1)?

A: *We have published the addendum on EVA. We do not have the full transcript. Here is the link to addendum 1, also published on our website <https://esvba.com/bids-proposals/> or https://esvba.com/wp-content/uploads/2025/12/RFP-2025-001_-_Addendum-Preconference-Update-1.pdf*

Q: Can information regarding ESVBA customers be shared?

A: *We will check if any customer information can be shared at this stage.*

Q: Where can I find the strategic plan?

A: Please go to this link <https://esvba.com/bids-proposals/> and to RFQ 001-2016 Rate Study; and to Rate Study findings or just click on this link https://www.esvba.com/wp-content/uploads/2016/12/ESVBA-Broadband-Rate-Study-Final.pdf?_gl=1*_w82klm*_ga*MTc1NjUyNDY5OC4xNzY3OTgzODEw*_ga_RE6MDLDQFV*c_zE3NjgzNjAxMzYkbzOkZzEkdDE3NjgzNjA2NjlkajYwJGwwJGgw

Q: During the engagement, does ESVBA anticipate direct involvement or review touchpoints with the Board of Directors, or should deliverables be routed exclusively through executive leadership unless otherwise requested?

A: The executive is the recipient of the deliverables. However, the deliverables are made available to the Board for review and feedback.

Q: Among the core functions listed in the Scope of Work (Finance, Procurement, HR, IT Governance, Network Operations, Customer Service/Billing), are there any areas that ESVBA considers higher priority or in greater need of formalization at this time?

A: No, ESVBA considers all the core functions equally important.

Q: Will existing policies, procedures, and internal documentation be made available at project kickoff for review and integration into the recommended future-state processes?

A: Yes

Q: Is a record of licensure to operate within the Commonwealth of Virginia?

A: Under (4. Submission Instructions) in the RFP, offerors are required to provide a record of licensure to operate within the Commonwealth of Virginia. The absence of a license or authorizing document by the opening date of the RFP will be disqualifying.

Q: Were all of the questions and the responses from the preconference compiled, and will they be made available to offerors?

A: No! Unfortunately, we do not have those compiled.

Q: Does ESVBA define success as delivery of final draft deliverables, completion of executive review, or formal board approval?

A: The April 15 deadline includes any needed review and approval process.

Q: Does ESVBA have a preferred balance between narrative SOP documentation and visual workflow tools (e.g., swim-lane diagrams), or should proposers recommend the most effective mix?

A: Proposers should recommend the most effective mix.

Q: For roles, responsibilities, and decision rights, should proposers focus on formal RACI-style artifacts across all core functions, or focus these primarily on leadership and cross-functional processes?

A: The expectation is that offerors will focus on all core functions.

Q: Is ESVBA's preference for staff engagement primarily individual interviews by function, small group working sessions, or a blended approach that minimizes disruption to day-to-day operations?

A: No. There is no preference. ESVBA will work with offerors to accommodate interview requests.

Q: Are there specific public-sector governance or internal control frameworks ESVBA would like referenced, or should the selected firm recommend appropriate standards aligned with Virginia public entities?

A: No. There are no specific public-sector governance or internal control frameworks. However, any approach inclusive of all is welcome.

Q: Does ESVBA have preferred interim milestones such as organizational design outputs completed before final SOP documentation, or should proposers recommend an integrated sequencing approach?

A: Proposers should recommend an integrated sequencing approach.

Q: Does the ESVBA have a template for the costs to submit

A: We have attached the Cost Template as "RFP Cost Template.pdf"



**ALL OTHER SPECIFICATIONS, TERMS & CONDITIONS, AND BID DUE DATE
REMAIN AS ISSUED IN THE ORIGINAL RFP.**

NOTE: Signature on this addendum does not constitute your signature on the RFP Form.

Sincerely,

Robert Bridgham, Executive Director

Bidder Acknowledgement of Addendum #2

Name of Firm

Signature/Title

Date