

## NW WIB Pre-bidder's Conference Q & A

April 19, 2010

1. Have we heard yet if METP (and all DWD programs) will have to be available at the Rural Delivery System offices? **It is the intent of this model that all programs and services be made available to all customers regardless the location/office they visit. The final decision by DWD about what programs/services will be offered in the RDS offices will be shared with contractors when known.**
2. What is the definition of facility requirements in the Rural Delivery System offices? **We expect for facilities in RDS sites is handicapped accessible; the NW WIB will not mandate square footage. Hours of operation will have to be 8 a.m. – 5 p.m.; internet connection to access statewide MIS is required; space adequate would need to be enough for a customer to be seated comfortably; phone lines are required; 2 computers (1 for staff, 1 for customer) is recommended.**
3. Would proposer need to specify the exact physical location of the RDS office? **No – proposer can identify/name that later.**
4. Would all staff need to be bonded? **No – just the staff dealing with financial operations.**
5. Disallowed costs – how far back would we go? **New contractor would be accountable only for the program year they are contracting for (July 1, 2010 – June 30, 2011).**
6. Do we need to answer each item in the RFP on separate pages? **No, be mindful of the page limits by section.**
7. Regional Councils of Government are not required to have a Corporate Letter of Good Standing; will that be taken into account and what documentation will suffice in its stead? **We are aware that not all eligible proposers have that documentation – a charter for Regional Councils/Regional Planning Commissions would suffice.**
8. Why did the WIB choose the locations for the RDS offices? **The WIB identified the sites based on strategic location in the sub-region. If for good cause a better location is identified, we would entertain that consideration.**
9. If there is a better location, should we propose a different location? **Yes – indicate the exact location we've stated, but if the proposer believes a better location is available, provide justification in the narrative.**

10. To clarify – in the Green Hills sub-region, there is 0 FTE staff requested in the Chillicothe Career Center and 2.5 FTEs for RDS? **Correct – 0 staff in the Chillicothe CC. We want to support the RDS with staff– Bethany and Trenton and a .5 FTE Functional Leader in Chillicothe and the other time as a rover.**
11. In NW region, 1 FTE in Maryville, 1 FTE in RDS; and .5 FTE Functional Leader; does there need to be one person in the Career Center 40 hours/week and one person in the RDS office 40 hours/week? What consideration to FLSA where people have to take lunch breaks? **Will require the Functional Leader to fill in; WIB staff are looking at requirements for UI hours of operation for clarification.**
12. RDS offices need to be open 8 a.m. – 5 p.m. M-F? **Yes but WIB staff are verifying with Division of Employment Security (DES) how to accommodate lunch breaks. We will ask DES to work with us. \*\*4/22/10 We just received clarification about hours of operation required – Monday through Friday, 9 a.m. – 4 p.m. the offices would need to be open.**
13. As in Green Hills, the northwest sub-region indicates 2.5 FTEs? **Correct - the Functional Leader will help cover for staff lunches, sick leave, training and vacations.**
14. Is the .8 FTE in ABCD sub-region the same – Functional Leader to cover for staff? **Yes**
15. How does this work with larger agency – would staff be able to attend their employer of record meetings? **In this model, there would have to be adequate coverage for Career Centers and RDS coordinated by the Functional Leader. Employer of record would not pull their staff out of the Career Center except for professional development and staff training. Splitting training/meetings so not ALL staff are away from the Career Center will be necessary.**
16. Any other employer of record HR policies that would be overwritten in this model? **Hours of operation to coordinate with the state holidays; dress code.**
17. What about FMLA? What is the expectation if a staff member takes FMLA? **The RFP states that we expect 30 day back-fill of any open positions; the same applies to positions vacated due to FMLA .**
18. What consideration has been given for safety training of staff? **Division of Workforce Development and WIB staff will provide training in various formats.**
19. RDS staff will provide all the services {WIA and DWD-related services)? What consideration for training when only 1 staff member is in the RDS office? **We will offer on-site, by webinar, etc.**

20. Will DWD staff be expected to fill in for WIA staff? **Yes – in this integrated model, they are part of the full staffing picture. The Functional Leader oversees ALL staff, not just WIA staff. WIB staff will intervene when issues arise where DWD staff are non-compliant.**
21. Inclement weather policy is set by DWD? **Yes – but the Career Centers seldom close. In the RDS offices, if roads are impassible, WIB Director should be contacted and if necessary, will authorize closing and notify DWD.**
22. RDS offices open 8 a.m. – 5 p.m. M-F – is that WIB policy? **No, it is DES policy in order to have 4-week reporting.**
23. Could we have staff fill in at the RDS offices if they are not workforce development staff? **Only if they are trained.**
24. Will there be evaluation regularly to identify customer flow (to determine if a particular site is heavy traffic and another site under-utilized)? **Yes - WIB will evaluate quarterly.**
25. How will word get out about new locations? **It will be the responsibility of ALL partners and coordinated from the WIB level.**
26. Who is responsible for mileage for staffing expenses? **The only time additional travel/mileage will be paid out to staff (by their employer of record) is when there is coverage needed to fill in for staff that are away from their domicile. Travel should be minimal; only for staff that fill in for RDS staff. That would be included in the proposer’s budget under staff training and professional development (staffing costs). Lodging and registration are also included in that line item.**
27. Are office supplies to be included in the staff training and professional development budget line item? **No - keep in mind that Career Center costs are handled at the WIB; proposer’s staff related costs will be part of the budget a proposer provides.**
28. Will each FL get a budget to help guide the budgets? **Yes – the FL will know the needs related to Career Center expenses.**
29. If we ask a staff member to make a RDS office their domicile if it currently is not, would the WIB consider a stipend to cover that cost? **No – it is our intention that the RDS site be the staff member’s domicile.**
30. Would the WIB cover the insurance costs? **Depends on whether it is a Career Center cost or staff cost – if a Career Center cost, the WIB will handle. If it is a staff-related (i.e. professional liability) it will be the responsibility of the employer of record.**

31. For the GH area, \$30,000 is allotted for Chillicothe & RDS, does that cover rent, utilities, phone, internet? **Yes – the \$30,000 is held at the WIB for the Career Center costs; of that sum, the costs for the Chillicothe Career Center and RDS office costs are included.**
32. What if a tenants facility costs are in excess of what the WIB has budgeted? **The proposer could suggest moving to another building. The WIB anticipated the costs of RDS offices hoping that we would not be the only occupant in a facility so costs could be shared. It is in everyone's best interest to look for facilities that are as affordable as possible.**
33. Proposer doesn't have to propose a RDS site? **No – the WIB will work with the bidder and the WIB will be the leaseholder. As a staffing agency, the proposer does not have to name the site but it would be to the bidder's advantage to do some research to identify possible locations.**
34. What will current contractors do with leases on equipment and will WIB be providing guidance on that? **The WIB will need a list of the equipment leases to look at that. If equipment was WIB-purchased, that equipment will be made available to proposer(s). Proposers will not be responsible for furniture since WIB (with WIA funds) purchased office furniture.**
35. What about technology and internet? **WIB will work with DWD to make sure technology is as wireless as possible – perhaps ethernet. IT services are not part of staffing agency (proposer's) costs.**
36. The Functional Leader job description says that a minimum of a Bachelor's degree is required, not just staff experience, is that correct? **There are requirements for education and experience. The job description includes responsibilities, duties, and accountability that dictates this individual is a leader. The candidate we are looking for would have those qualifications. New hires in DWD are required to have that educational attainment level. **\*\* 4/23/10 Clarification on state requirements: The state requires a degree, but will allow 2 years experience to substitute for each year of education up to 8 years of experience for 4 years of education.****
37. For GH subregion – the FL is a .5 FTE, does that mean that the FL would only spend ½ their time performing those functions? **Yes - the other half is work that the employer of record chooses.**
38. In non-comprehensive Career Centers (Chillicothe and Maryville), the FL only has to be there physically only 1 day a week but will spend 20 hours a week performing workforce development functions? **Correct.**
39. W-9s take some time to establish, will the WIB be flexible getting accounts payable checks out? **Yes – the WIB will allow for flexibility in the process.**
40. How is the number of vouchers estimated? **We received data about the numbers of vouchers for a 12-month period (processed once a month currently): ABCD – 975 vouchers paid; NW – 105;**

GH – 398 vouchers for a full calendar year. That total is 1,478 - if vouchers are processed 2 times a month the total would be 2,956, which has been rounded to 3,000 vouchers anticipated per year.

41. Advances to accounts payable organizations will be available? Yes...the amount will be decided later but the WIB will work with the A/P vendor. The vendor will send a report to the WIB and the WIB will reimburse the vendor.
42. Functional Leader will provide voucher information to the Accounts Payable vendor? Correct – the FL will have information about expenses and obligations.
43. What is the breakdown on career center costs for Maryville and St. Joseph? Maryville – based on costs, \$15,000 would come out of what the WIB has allotted for the Career Center, leaving about \$5,000 for RDS site (which again the WIB will cover). For St. Joseph, \$35,000 for Career Center costs, leaving about \$12,000 for RDS site.
44. Will the state allow a subcontractor to move from a Career Center that is very expensive? WIB will investigate; the WIB will also indicate to Division of Workforce Development that the funding we have for costs is what we have to work with.
45. 10% administration is allowed? Yes – 10% is allowed for processing; that is a TOTAL for ALL components – Staffing the rural delivery system, for the Functional Leader and for the Career Center staff.
46. Does everyone have the corrected budget figure on page 18? The correct figure is \$719,125. This is corrected in the document on the WIB website ([www.nwwib.org](http://www.nwwib.org)).
47. On the budget and staffing sheet, where are the FL figures? The sub-regional breakdown (page 18) shows funds available for ALL staff - Functional Leadership, Team Members and Rural Delivery System staff. Keep in mind that no Career Center costs are indicated in the budget and staffing sheet. Salary and Benefits for the Functional Leader in the Chillicothe and St. Joseph Career Centers will be a cost shared with the Division of Workforce Development (DWD) based on the number staff DWD represents to WIA staff. The Cost ratio for the St. Joseph Career Center will be 31% WIA staffing to 69% DWD staffing of the .8 FTE. The Cost ratio for the Chillicothe Career Center will be 38% WIA staffing to 62% DWD staffing for the .5 FTE noted. Proposers will need to be mindful of this when completing the Budget in Section V.
48. Does the 10% administration fee apply to Accounts Payable functions? No – the A/P services are based on a per voucher rate.
49. The \$15,000 for Accounts Payable services is for ALL 18 counties (not per sub-region)? Yes - \$15,000 is the total available for our region for Accounts Payable services.

50. Where would a proposer indicate their bid for Accounts Payable services? **Only on the Face and Signature Sheet, not in the spreadsheet on page 19.**
51. What will contracts look like as far as money goes? Will contracts say EXACTLY the dollar value for staffing? **Yes**
52. When someone is awarded a contract for Functional Leader, would the WIB pay 1/12<sup>th</sup> per month? **The WIB will pay 1/12<sup>th</sup> of the Functional Leader SALARY on a monthly basis, the professional development costs will not be paid in the same manner.**
53. Are we doing a fee for service or cost reimbursement? **We WIB will reimburse the contractor for actual costs. That will be clearly stated in the contracts.**
54. Is this a 3-year contract? **No – this is a one year contract with 2 one-year contract renewal options. The WIB and contractor(s) will review revenues and expenditures near the end of each contract year.**
55. Will there be a termination clause in the contract? **Yes – for the contractor and the WIB. It will be spelled out in the contract.**
56. Is there another state implementing this model? **Yes – several (Iowa, Indiana, Oklahoma, New York and others).**
57. How will proposals be evaluated? **The WIB staff developed the rating system (below). The review and evaluation will be conducted by WIB staff, Program Oversight and Executive Committee members. Evaluation criteria are as follows:**

Each proposal **section below** will be scored based on a scale of 1 – 3 points (with 1 being lowest, 3 being highest); proposals must address AT A MINIMUM responses required in the respective sections.

- A. Proposal Face and Cover Sheet (3 points maximum) – proposer must accurately and completely fill out the document; it must be signed by an individual authorized to sign contracts for that organization. Proposals will be scored based on accuracy and completeness.
- B. Organizational Management Capacity (3 points maximum) – proposer must address all the items indicated on pages 7-9 and all the required attachments must be included. Proposals will be scored on completeness and breadth of organizational capacity.

- C. Narrative for Staffing, Functional Leadership and Accounts Payable (3 points maximum) – proposer must address all the items indicated on pages 10-12. Proposals will be evaluated based on staff member qualifications, staff members' ability to fulfill the requirements of the integrated service delivery model, and the organization's ability to manage the accounts payable functions (as applicable).
- D. Budget (3 points maximum) – Proposer must complete the budget accurately. Proposals will be evaluated based on reasonableness of costs, financial stewardship, and appropriate distribution of funds as presented in the budget.

Bonus points (3 points maximum) - Additional 1 to 3 bonus points will be available to organizations that demonstrate an innovative approach to meeting the demands of the Next Generation Career Center Integrated Service Delivery model.

Fifteen (15) points are the maximum a proposal can receive.

58. Will the bid review discussion with Program Oversight and Executive Committee Members (prior to the WIB meeting) be open to the public? **We cannot prohibit attendance at the Committee meeting but only Committee Members will have the opportunity to evaluate proposals and make recommendation of awards.**
59. Can a private individual propose a bid for the Functional Manager Position? **The individual would need to have an employer of record.**
60. The qualifications state a minimum of a Bachelors degree is required. Most state merit positions allow experience as a alternative to a degree. Is this requirement subject to allowance for extensive employment history? **See response in 36 above.**
61. The budget shows 5% for admin and training – could you please provide further explanation? **The budget sheet shows administration (which represents 10% of the available funding) and 5% training. This is the portion of the budget that will be kept at the WIB level for operational costs for the WIB and staff.**
62. What is the definition of the 10% processing fee shown on the budget spreadsheet? **There is not a definition for the 10% processing fee. It is funds that will be made available to the organization to recoup staffing/administrative fees for providing oversight/HR services for the staffing being procured.**
63. The RFP mentions advances available for the AP portion – are advances available for the other two contracts? **If there is a need – yes.**
64. How is the travel required for the Rural Delivery System going to be paid for? If by the board at what rate (IRS rate, state rate, local rate)? **It is anticipated that staff will be located in the RDS**

site location, which would serve as their home domicile and not resulting in any travel to and from this location. Travel will be paid through the Staffing organization any time a substitution is needed.

65. Can you provide a salary range for current provider staff? We do not have this information available to us. Salaries will be based on the funding available.