

Workforce Services RFP
Offeror's Conference
Q & A
May 20, 2011

| Requests for Clarification prior to the conference: | |
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| 1. | Reference (Attachment D); this agency will not be able to meet the three references requirement as SFWIB is the only source of funding for this type of program; will we be penalized for being unable to meet the three references requirement? |
| | Respondents shall provide three references for comparable services; for example, services involving receipt of funds from a grantor to deliver a specified social service. Respondents failing to comply with the three references requirement will be penalized. |
| 2. | Reference (Attachment D); what information goes under Performance Requirements? |
| | Under Performance Requirements, Respondents shall document the grantor-grantee contracted to program performance requirements; examples of performance requirements include meeting a certain rate of credential attainment and placements. |
| 3. | Due Diligence; can this agency provide documentation, such as audited financial statements and payroll registers, in electronic form rather than in hardcopy? |
| | Yes, the audited financial statements and the payroll registers can be submitted as a PDF file; the payroll registers may also be submitted by e-mail. |
| 4. | On page six Wagner-Peyser funding is mentioned; current contracts are not funded with Wagner-Peyser funds; (a) What is the purpose of Wagner-Peyser funds? (b) What staff positions can be funded with Wagner-Peyser dollars? and (c) Does the 10% administrative cap apply to Wagner-Peyser funds? |
| | (a) No Wager Peyser funds will be awarded. The purpose of Wagner-Peyser funds is to hire staff to match employers with qualified out-of-work job seekers. |
| | (b) Agency for Workforce Innovation positions can be funded with Wagner Peyser funds; SFWIB conducts the hiring of Wagner-Peyser staff. |
| | (c) No. |

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| 5. | The Budget Form has two blank Funding Source columns; should those columns be filled in with Wagner-Peyser and UC amounts? |
| | The blank columns should be used to reflect budgets for UC, SNAP and REA funds. |
| 6. | (a) Describe how the Organizational Experience and Capabilities section will be rated; and (b) Does the 10 page limit apply to attachments or letters? |
| | (a) The Respondent's Organizational Capabilities shall be rated based on the following four components as seen on page 15 under Section IV, B(2) of the RFP: (1) years of experience delivering the solicited workforce services; (2) staffing plan; (3) financial control process; and (4) funding sources. |
| | (b) The 10 page limit excludes resumes and applicable attachments; if the letter is an applicable attachment, it is not included in the 10 page limit. |
| 7. | (a) Describe how the Technical Narrative will be rated; and (b) Is there a rating sheet or are the 70 points broken down by subject? |
| | (a) As specified on page 16 under Section IV, B(3) of the RFP, the Respondent's narrative shall lay out a step by step strategy explaining how it intends to deliver the solicited integrated workforce services, manage Career Center operations and meet performance expectations; the explanation shall sufficiently address the listed subjects, a through k. |
| | (b) A rating tool will be applied to assess the quality of Respondent's narrative submission. |
| 8. | (a) Describe how the Performance section will be rated; and (b) Is this score entirely based on Attachment J? |
| | (a) A rating tool will be applied to assess the reasonableness of the proposed performance. |

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| | (b) Yes, the score is based wholly on Attachment J. |
| 9. | Describe how the Budget section will be rated? |
| | The Budget section will be rated using a tool that considers the accuracy, completeness and reasonableness of the budget and budget Narrative. |
| 10. | (a) Describe how the Cost Allocation Plan will be rated? (b) If an existing Provider's plan has already been accepted by the SFWIB, does the plan earn the maximum points? |
| | (a) The Cost Allocation Plan section will be rated using a tool that considers the accuracy, completeness and reasonableness of the Cost Allocation Plan. |
| | (b) No. The Cost Allocation Plan submitted with the proposal will be reviewed independently of any prior submissions. |
| 11. | Page 21 of the RFP describes a contractual performance hold-back provision; what performance goals will be used to decide whether payment is withheld? |
| | A Balanced Scorecard (see Attachment M) will be used to determine contractual performance hold-backs. SFWIB reserves the right to alter the performance measures seen in the current scorecard during contract negotiation and execution. |
| 12. | Under the Business Services section, will selected Respondents continue to provide SFWIB headquarters with a business consultant position? |
| | Yes, each Selected Respondent shall provide SFWIB headquarters a Business Consultant. This requirement is seen in Attachment O, Career Center Staffing. |
| 13. | Under the Support Services section, can services be provided to job seekers who are in intensive services? |
| | Yes, there are certain allowable support services for participants engaged in intensive services; the allowable services include paying for an employment background check, transit voucher or gas card. Allowable support services depend on funding availability. |

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| Questions from the floor: | |
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| 1. | SNAP and REA, those are not listed as available funding sources in the RFP. Page six says, WIA, WP, and others; but not SNAP nor REA. |
| | As seen on page five of the RFP, funding for this solicitation shall be from the mentioned streams, which includes the REA and SNAP programs. At the top of page six, estimate funds are listed in the table for all SFWIB Career Centers; the estimate is solely for the purpose of giving Respondents planning guidance. At the time when the RFP was prepared, the funding estimates for REA and SNAP were not available. Provide your best estimate on the cost to operate the SNAP and REA programs. |
| 2. | To be clear, will the Respondents not receive WP Funding? |
| | No, the Respondents will not receive WP funds. WP funds are used for the State staff assigned by SFWIB to the Career Centers. |
| 3. | Page 15, Organizational Experience/Capabilities, mentions Respondent's staffing plan and another mention of a staffing plan is in the Narrative; could you describe the difference between the two descriptions? |
| | It is the Respondent's responsibility to make that distinction based on the requirements of the section. Treat each proposal section independently as each section will be independently scored. |
| 4. | On page 17, Attachment J asks Respondents to describe the reasonableness of the proposed budget to achieve the proposed outcomes, but there is no real space on attachment J for describing the reasonability of the budget. |
| | In this section, Respondents are solely required to complete Attachment J. The language of the section will be edited to reflect that. |
| 5. | Our target population is the disabled. Can we focus primarily on WIA and Jobseeker services or do we need to include the Business and Welfare Transition programs? |
| | You are able to customize the solicited integrated workforce services delivery system to serve the disabled population; however, you must address each required component of this solicitation to receive the maximum possible points. |
| 6. | In our Budget submission, should we show a line in the budget for a 10% hold-back or a 10% incentive to include the condition of the hold-back or do we budget for 100%? |

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| | No, you should budget for 100%. |
| 7. | Is there a limit or cap to the ratio of fringe benefits? |
| | There is no cap; however, the Respondent's percentage should be reasonable. |
| 8. | (a) If there are lines in the provided budget templates that we don't intend to use, may we delete or hide them? (b) Can lines be added in the "Other" section? |
| | (a) Neither deleting nor hiding columns in the provided template is permitted. |
| | (b) Additions may be made under "Other"; expenses under "Other" must be identified and also described in the Budget Narrative. |
| 9. | (a) In the past, points were deducted because the percent of the fringe benefits was equal to or more than 27%; will there be points taken off for that? and (b) Is there a cap? |
| | (a) Staff will not divulge the components of the rating tool. |
| | (b) The RFP does not indicate a cap, but fringes should be reasonable. |
| 10. | Packages get quite large; as it relates to sealing, if it does not fit in a reasonably large envelope, what options do we have? |
| | Follow the language of the solicitation and separately package and separately label each proposal component. |
| 11. | (a) In regards to the 10% hold-back, will you be using the Balanced Scorecard to determine it on a monthly basis? (b) Will that be for each of the standards within the Balanced Scorecard or will it be a percentage of the number of the standards met? |
| | (a) Yes, the Scorecard will be used to determine a hold-back percentage; the performance hold-back period has not been determined. |

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| | <p>(b)</p> <p>Each performance measure constitutes a percent of the hold-back.</p> |
| 12. | Can an agency submit a separate proposal for each proposed Center? |
| | A separate Budget per proposed location (Center) shall be submitted; only one Technical Narrative is requested; on the Narrative cover sheet, Respondent shall detail all of its proposed locations (Centers); Respondent's narrative shall detail how each proposed location contributes to the integrated workforce services delivery system. |
| 13. | (a) In the Budget Narrative template, may we include a line for incentives? (b) Is there a cap for incentives? |
| | <p>(a)</p> <p>In the "Other" column, Respondents may add a line for incentives; ensure that the line is labeled as such.</p> |
| | <p>(b)</p> <p>The RFP does not specify a cap.</p> |
| 14. | Attachment J; in reference to WP and cost per placement, how should that be calculated as we are not privy to the cost of the State staff? |
| | The revised Attachment J (found on the website) does not require a WP Cost per Placement; complete only the Proposed WP Entered Employment. |
| 15. | If we are to use funding sources outside SFWIB, do we need to indicate in-kind? |
| | Indicate in-kind in the budget template and describe in the budget narrative what in-kind services/categories will be provided. |
| 16. | Can a Service Provider submit one proposal in partnership with another Service Provider? |
| | No, only one individual entity can submit a response. In the Technical Narrative section, you may articulate a partnership that will enhance your delivery of the solicited integrated workforce service. |

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| 17. | Do you allow sub-contractors? |
| | You may propose to sub-contract; provide specific details in your proposal response. It is at the discretion of SFWIB to approve sub-contractors. Keep in mind that the Respondent who is awarded funds is the entity responsible for the work to be performed under the contract. |
| 18. | Page eight; it states that “Respondents shall propose to deliver an integrated menu of workforce programs in one or multiple Career Center sites”; page nine states the different Career Centers. Can workforce services be proposed in an area or facility that is not mentioned here? |
| | The facilities listed in the table on page nine are in areas where we anticipate delivering services. SFWIB is in a landlord-tenant relationship with 10 of those facilities; facilities having an asterisk appearing by the Career Center denote that the building housing the Center is not in a landlord-tenant relationship with SFWIB and thus Respondents proposing to deliver services in that neighborhood shall identify a commercial space. Identifying such a space only applies to a Respondent who is not the existing contractor for the locations marked with an asterisk. |
| 19. | Page 16, the Technical Proposal Narrative is limited to 35 pages, excluding applicable attachments. What is your definition of an applicable attachment? |
| | For example, a resume substantiating the information presented in your Staffing Plan subsection of the Narrative response would be considered an applicable attachment. It is up to the Respondent to determine what attachments to include and up to the rater to assess the applicability of the attachments. |