**ETE0015 – Staffing Services for Professional Positions**

Questions and Answers



| No. | RFP Section | RFP Page | Question |
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| Q1 |  |  | **Do you have examples of past RFP’s?** |
| A1 |  |  | Please refer to the ETF [Extranet](https://etfonline.wi.gov/etf/internet/RFP/rfp.html). |
| Q2 |  |  | **Is this the first time ETF is seeking a staffing service company to help ETF fill these positions?** |
| A2 |  |  | Yes. This is the first time ETF has issued an RFP with this scope of work. |
| Q3 |  |  | **Have these positions ever been in an RFP before?** |
| A3 |  |  | This is the first time ETF has issued an RFP with this scope of work. ETF has a current contract for staffing certain limited positions, [ETB0032](https://etfonline.wi.gov/etf/internet/RFP/Contract-Program-Staff/index.html). The current contract term ends June 30, 2016. After that, there is an option to extend for one year. The contractor is Spherion, doing business as DI & Associates. |
| Q4 |  |  | **Do you have statistics about average spend or volume from past years?** |
| A4 |  |  | ETF has not issued an RFP for this scope of work before, so average spend/volume information is not available. |
| Q5 |  |  | **Is there a big project that is provoking this?** |
| A5 |  |  | Contracts that result from ETE0015 are anticipated to meet a general need for ETF to fill positions when ETF’s employees go on leave, the agency needs additional help, or the agency has unexpected vacancies. |
| Q6 |  |  | **How does this relate to the HICS project?** |
| A6 |  |  | ETF has a current contract for staffing certain HICS-related and other limited positions, [ETB0032](https://etfonline.wi.gov/etf/internet/RFP/Contract-Program-Staff/index.html). The current contract term ends June 30, 2016. After that, there is an option to extend for one year. The contractor is Spherion, doing business as DI & Associates. |
| Q7 |  |  | **Are you looking more at a rate card-type solution?** |
| A7 |  |  | Yes. Per **Appendix F, Cost Proposal**, “The cost proposal will be used to complete a rate card for the positions which ETF will use to solicit for individual candidates as the need arises.” |
| Q8 |  |  | **Are you going to select more than one vendor?** |
| A8 |  |  | Yes. Per **1.1, pg. 3, “**More than one award per Job Category is likely.” Per **1.4.6, pg. 15**, “The contract(s) may be awarded to the proposers whose proposal(s) receive the highest score, up to three (3) awards per Job Category.” |
| Q9 |  |  | **Is there any incumbent of this RFP? If yes, then please provide their name.** |
| A9 |  |  | No. This is the first time ETF has issued an RFP with this scope of work. |
| Q10 |  |  | **What is the contract value?** |
| A10 |  |  | This is the first time ETF has issued an RFP with this scope of work, so ETF cannot answer that. |
| Q11 |  |  | **How many employees does ETF have?** |
| A11 |  |  | 270 |
| Q12 |  |  | **How many contractors work on-site?** |
| A12 |  |  | About 50 |
| Q13 |  |  | **How many employees could have their positions filled using this contract were they to go on leave or their positions go vacant?** |
| A13 |  |  | Accountant - 19 Benefits Specialist/ Benefits Assistant - 127 Benefits Program and Policy Analyst - 23 Publications and Communications Specialist - 2 Training Officer/Coordinator - 1 Purchasing and Contracts Specialist - 4 Auditor (Internal) - 3 Budget Analyst - 1 Other Positions as Needed - up to 270 |
| Q14 |  |  | **How many proposals do you expect to receive for this RFP?** |
| A14 |  |  | Unknown. The RFP was posted on VendorNet, which notified all vendors who registered for the NIGP code(s) about the opportunity, but is also available to anyone searching on VendorNet for new postings and to any services that are gathering postings for other websites that make vendors aware of these kinds of opportunities. |
| Q15 |  |  | **Regarding this RFP, could you tell me where ETF is at for volume/spend with the current vendor- Spherion?** |
| A15 |  |  | ETB0032 is a different scope of work than ETE0015, so these numbers have no bearing on any spend that may or may not occur under ETE0015. ETF does not guarantee any volume or quantity of spend. For ETB0032, ETF spent $671,135.45 from July 1, 2014 to June 30, 2015 and $602,552.48 from July 1, 2015 until today (February 16, 2016). |
| Q16 |  |  | **What is the projected volume for the rest of the year?** |
| A16 |  |  | Comparing last fiscal year’s spend on ETB0032 ($671,135.45 from July 1, 2014 to June 30, 2015) to this year’s spend to date ($602,552.48 from July 1, 2015 until today - February 16, 2016), ETF is on track to spend as much or more before June 30, 2016 as last fiscal year. But this will depend on how many of the positions on ETB0032 remain filled and how long it takes ETF to replace positions that go vacant. |
| Q17 |  |  | **Who received the last award for this contract?** |
| A17 |  |  | This is the first time ETF has issued an RFP with this scope of work. There has been no prior award. |
| Q18 |  |  | **What is the annual spend amount for the last contract?** |
| A18 |  |  | This is the first time ETF has issued an RFP with this scope of work, so we have no data on annual spend. |
| Q19 |  |  | **What is the approved budget for this contract?** |
| A19 |  |  | Contracts that result from ETE0015 are anticipated to meet a general need for ETF to fill positions when ETF’s employees go on leave, the agency needs additional help, or the agency has unexpected vacancies. Budget approval will occur before ETF issues a position request for a worker, but no specific budget has been pre-approved for the entire RFP’s scope of work. It would be premature because ETF is not sure what positions ETF may need to fill, for how long, and what the hourly rate would be. |
| Q20 |  |  | **Is it single award or multiple award contract?** |
| A20 |  |  | **Per 1.1, pg. 3, “**More than one award per Job Category is likely.” **Per 1.4.6, pg. 15**, “The contract(s) may be awarded to the proposers whose proposal(s) receive the highest score, up to three (3) awards per Job Category.” |
| Q21 |  |  | **Can you provide an estimated hours per category annually?** |
| A21 |  |  | If a position is filled using ETE0015, the worker will most likely work a full-time schedule, which means, per Appendix F, “Most Positions will work a forty (40)-hour week during ETF business hours. At ETF’s discretion, contracted staff may be required to work some nights or weekend hours or have their normal work occur outside ETF’s normal business hours.” An annual estimate would be 2040 hours per position/worker. |
| Q22 |  |  | **Can you provide an estimated annual $ spend per category?** |
| A22 |  |  | No. Contracts that result from ETE0015 are anticipated to meet a general need for ETF to fill positions when ETF’s employees go on leave, the agency needs additional help, or the agency has unexpected vacancies. ETF does not know what the annual spend per category will be because ETF does not know whether there will be a need to fill a position in any given category, and if there is, what the hourly rate would be. |
| Q23 | 1.4.3 | 14 | **Can you further define and break down the 85% of the evaluation criteria being on the merits of the proposal and qualifications of the proposer?** |
| A23 |  |  | A committee will score each proposer’s response to Sections 2.2 and Section 3 (found in Proposer’s Tab 3), and each proposer’s assumptions and exceptions related to any part of the RFP (found in Proposer’s Tab 4) toward the 85%. |
| Q24 |  |  | **Are the projects long term supplementary resources, interim roles, or a combination of both?** |
| A24 |  |  | Both. Contracts that result from ETE0015 are anticipated to meet a general need for ETF to fill positions when ETF’s employees go on leave, the agency needs additional help, or the agency has unexpected vacancies. |
| Q25 |  |  | **What is the typical project length in hours or weeks or months?** |
| A25 |  |  | Unknown. Each position request will call for a position to be filled, and the need will be described in each position request. |
| Q26 |  |  | **Can you elaborate what “Other Positions as Needed - Entry level, Intermediate and Advanced” is exactly?** |
| A26 |  |  | ETF may use Other Positions as Needed in a few different ways. ETF may decide to issue a position request in that job category. ETF may decide to switch a current worker from another job category into that job category. ETF may promote a worker already in Other Positions as Needed into a more advanced level of Other Positions as Needed. Other Positions as Needed gives ETF another means to customize a position to meet ETF’s needs. ETF reserves the right to edit a position description in another job category besides Other Positions as Needed rather than use Other Positions as Needed. ETF also reserves the right to keep a worker in their current category rather than switch them over to Other Positions as Needed. Just as in any category with multiple positions, ETF would expect proposers to propose a different hourly rate for Other Positions as Needed – Entry vs. Intermediate vs. Advanced. To be considered for an award, proposers must submit a proposal for at least one full category ***other than*** Other Positions as Needed, including an hourly rate for all positions within that category. Proposers need not, but are encouraged, to cover and provide pricing for Other Positions as Needed. Proposers must indicate whether they will or will not cover Other Positions as Needed in Tab 3, which is their response to Section 3. Proposers who are covering Other Positions as Needed must also provide pricing for the full category on Appendix F, Cost Proposal. Pricing for Other Positions as Needed does NOT figure into the 15% cost basis for award. |
| Q27 | 2.1.12 | 18 | **If one of our candidates quits after 5 months of a 6 month assignment, will contractors still be responsible for paying the new consultant for training.  Also, is quitting the only way to invoke this provision.  What if our candidate is let go.  Are there any exceptions to this rule and what are they?  What happens if we’re unable to find another qualified candidate after a reasonable effort?** |
| A27 |  |  | If the engagement was originally planned to be over 6 months, then yes, the contractor would be responsible for providing the replacement’s first three weeks of service at no cost so that ETF could train the replacement. “Leave before they complete required duties or the engagement end-date” could be for any reason. The worker may have quit, or may have been let go. This is a mandatory requirement for a contractor, so there are no exceptions. However, ETF may elect not to exercise the option to demand the free service and seek to fill the position another way. If ETF asks the contractor to fill the position, and the contractor is unable to find a qualified candidate to replace the worker who left, ETF would have several options. For example, ETF may look to another contractor who was awarded the job category to fill the position. ETF may be able to hire an employee to fill the position, or just decide to leave the position vacant. |
| Q28 | 2.1.21 | 19 | **Could you please provide an example of a candidate error that would require correcting?  How many times has this happened in the last five years?** |
| A28 |  |  | This is the first time ETF has issued an RFP with this scope of work and mandatory term, so ETF cannot provide an example. |
| Q29 | 2.1.25 | 20 | **How many times has this happened in the last five years and what’s the average amount of additional training time?** |
| A29 |  |  | This is the first time ETF has issued an RFP with this scope of work and mandatory term, so ETF cannot provide an example. |
| Q30 | 2.1.18 | 19 | **Do you allow contractors to alter their start and end times for the work week?** |
| A30 |  |  | Yes. |
| Q31 | 2.1.18 | 19 | **What is your procedure for missing work or calling in sick?** |
| A31 |  |  | Workers should alert their ETF manager in the manner the worker and their manager agree upon and work with each other to make sure work/meetings are covered. |
| Q32 | 2.1.18 | 19 | **What is your vacation policy? Do you allow a contractor to be away for more than one week at a time?** |
| A32 |  |  | An ETF manager must approve vacation time. Yes, workers can be away for more than one week – with ETF manager approval. |
| Q33 | 2.1.18 | 19 | **Do you allow make up time, staying late or coming in on the weekends?** |
| A33 |  |  | Yes, with the ETF manager’s pre-approval. |
| Q34 | 2.1.18 | 19 | **Are all positions 40 hours a week?** |
| A34 |  |  | Most positions will be 40 hours a week. More than 40 hours a week may be required for some positions, and some positions may require less than 40 hours a week. |
| Q35 | 2.1.18 | 19 | **What kind of notice do you need when taking time off for the following:**  **a.  Leaving early**  **b.  Coming in late**  **c.  Taking one day off**  **d.  Taking one week off** |
| A35 |  |  | This needs to be discussed with each worker’s ETF manager and agreed upon. |
| Q36 | Appendix F | 1 | **Can you share what your expected billing rate ranges are for each category?** |
| A36 |  |  | No. ETF needs each proposer to accurately assess costs and propose costs based on the demands of this RFP and the marketplace. |
| Q37 | 2.1.17 | 19 | **What is a hold-back for parking and what are the daily rates for parking at ETF?** |
| A37 |  |  | $14.17 per pay period (every two weeks) would be the hold-back for any worker who is parking in an ETF parking lot. This rate is subject to change. |