



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: December 7, 2019

HSS 19-013

Employment & Training Program Services

for

The Division of Social Services

Date Due: January 4, 2019

By 11:00 AM Local Time

ADDENDUM # 1
Questions and Answers

PLEASE NOTE:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE
MENTIONED RFP.

Kimberly Jones
Procurement Administrator

Teresa Gallagher

Questions and Answers:

1. In section 8.g.3.a-b, a requirement is listed for commercial general, medical, miscellaneous & product liability of \$3M. Is this required upon submission of the response, or can be this be agreed upon pending the awarding of the contract?

Answer: It is not necessary to obtain the insurance now. If we enter into a contractual agreement you will need to have the required insurance at that time.

2. In appendix B, section A, there is a requirement to have a job placement component for participants upon successful completion of the training. Is this placement component required to be in Delaware, or is it acceptable to have this capacity in other states?

Answer: Training staff must be in Delaware. Job placement assistance is an expectation upon completion of the training. The job placement should be conducive to the client's needs. The placement can be in another state.

3. How many users in total will have access to the training?

Answer: All participants have access to trainings. Access would be determined by the amount of providers, the capacity of the programs, and what a participant may be interested in and their skill level. TANF has an average of 500 referrals per month and in fiscal year 2017 the Food Benefit program had about 1,741 Employment and Training (E&T) participants. The Division of Social Services (DSS) cannot guarantee a number of referrals for any training provider.

4. Is on-site training required?

Answer: Onsite meaning a state DSS location, no. You would include where the training would be in your proposal.

5. Services specified in the proposal shall not be subcontracted without prior written approval by the State of Delaware. Does this mean that we need to get prior approval before submitting the RFP for any subcontractors or does it mean that the sub-contractor agreement must be submitted with the proposal to be approved with the bid?

Answer: Include the sub-contractor and their role within your proposal. You must fill out the sub-contractor form that was included in the Request for Proposal. State approval comes in at the contractual phase. After the contract has been negotiated, any change in sub-contractor must be approved by DSS.

6. Are resumes of all employees and subcontractor employee associates with the training required in the submittal?

Answer: Yes

7. What will be the criteria used to verify the ability to maintain program fiscally while awaiting reimbursement?

Answer: The verification is to show that the vendor is fiscally sound. Preferred verification would be a fiscal audit report or similar documentation, an Annual Report and bank ledgers/statements. You must demonstrate that you can fully fund your program. You must be able to fund your program and invoice for the reimbursement of approved costs. The reimbursement is 50% of the program.

8. Is there a page limit to the proposal and narratives?

Answer: No

9. This states that transportation is reimbursable for clients, we would like to know for how long?

Answer: Transportation assistance is offered to the client when it is needed to participate in the E&T program. This will be part of the contract negotiation.

10. It states that costs related to training will be negotiated with DSS. Does this mean the curriculum for soft skills training, communications, etc. should be separate?

Answer: The cost of each training should be specified individually. Soft Skills Training, communication, and resume writing are offered by the State's E&T vendor. Our agency is interested in trainings that are going to build skills and knowledge that lead to livable-wage employment.

11. Can a USB Flash Drive be used for the electronic copies of this proposal, and are you requiring 6 different USB's?

Answer: You cannot use Flash Drives. Submit 6 individual CD's or DVD's and 6 paper copies.

12. What happens if we have questions after November 27, 2018? Questions often arise while creating the program and budgeting for the program.

Answer: For submission questions you can contact Kimberly Jones. All program related questions must be asked in this pre-bid meeting.

13. How many different languages must be included to serve non-English speaking participants?

Answer: The partner needs to be able to work with all non- English speaking participants. The partner must be able to provide translation services.

14. When would we be allowed to submit modifications to our proposal?

Answer: Prior to the January 4th submission deadline.

15. When is the Proposal Opening?

Answer: Proposals must be delivered and stamped into the Contracts Management and Procurement unit by 11 am on January 4, 2019.

16. It states Discrepancies and Omissions – what types of questions can be asked at this time which is after the deadline?

Answer: Only items which include a discrepancy or omission of material within the RFP will be addressed.

17. Response to Questions asked by 11/26/18 is being posted on 12/13/18. Is it possible to post sooner than 12/13/18 as that eats away at an abundant amount of days and leaves only 13 business days until the due date of this RFP.

Answer: We cannot guarantee they will be posted earlier but we will post as soon as possible.

18. Is this going to be a multiple source contract?

Answer: Yes

19. Where does the Safe Harbor information go in the proposal?

Answer: There is no specified place. It is recommended that you place this in your transmittal letter.

20. It appears that the Affordable Care Act coverage must be offered, we are two partners holding private insurance. How does this relate to us?

Answer: It is not applicable for this RFP because you will not have employees working on State property.

21. Why would we need to have 50% of our proposed budget available?

Answer: This is how the Federal funding is set up, programs must be fiscally sound.

22. Service Subscription, page 16.

What is a Service Subscription license? Can you give an example of a service subscription?

Answer: A service subscription license is a fee for utilization of a functioning application. An example would be a fee for each Microsoft Office User in your organization.

23. Contract Terms and Conditions. Section L. Warranty. Page 22

Does this pertain to the services described in this RFP? If so, can we have an example?

Answer: No it does not pertain, an example would be a warranty for equipment

24. Contract Terms and Conditions. Section M. Costs and Payment Schedules. Page 23.

What taxes are mentioned here? Taxes on goods and services, payroll taxes, state of Delaware taxes?

Answer: If taxes are incurred as part of your proposed program then they would be outlined in the budget. If your staff working on the project have payroll taxes then you would include them.

25. How many referrals via the DSS automated systems and manual referral process can we expect per month?

Answer: DSS cannot guarantee a set number of referrals. Many factors can influence referrals such as, the amount of vendors available, the capacity of vendors, and the interests of the participants.

26. For vendors who are new to this type of reporting requirement, will there be training conducted or a single point of contact who questions may be directed to?

Answer: Yes, Teresa Gallagher will be a point of contact for Food Benefit reporting requirements.

27. Are the awarded vendors expected to work with the TANF client for the full 36 weeks?

Answer: No, the programs can be short term trainings that if possible lead to a certification. Since Food Benefit clients do not have a time limit for receiving benefits, a short term or long term training is possible.

28. Is job placement separate from the services provided?

Answer: No, the programs being offered should all lead to employment with a livable wage. Job placement is a required service to be provided.

29. Have we defined what is considered a livable wage?

Answer: No, the goal is for the clients to be able to be financially self-sufficient and not need TANF or Food Benefits. The wages needed to do this could be different depending on household size. We are looking at earnings between \$12.00 to \$15.00 an hour.

31. Is there a set time limit for training?

Answer: For TANF there is a 12 month limit for vocational training. If they are working and going to post-secondary school they have 3 years. Food Benefit participants do not have a time limit.

32. When the State E&T vendor refers someone to our program do we have to accept the participant?

Answer: Yes. The State E&T vendor has completed assessments and refers based on participants' abilities and interests. Capacity issues will need to be communicated to the State E&T vendor. In your proposals, the criteria needed to refer a participant needs to be clearly outlined. If there is one particular population that you want to serve such as re-entry, then the vendor will assess and refer the client based on your specified program requirements. In this example, you would only receive re-entry participant referrals.

33. Will each vendor have the same payment points?

Answer: Each proposal will outline the costs associated for participating in the program. The state will be establishing payment points and when possible we will be consistent across programs.

34. Will there be a public reading of the bids?

Answer: No

35. How many bidders will be chosen?

Answer: We do not have a specific number identified, it will depend on the type of bids received and capacity.

36. What is the gross pool of money for this program?

Answer: It is a federally-funded program and a cap has not been set. However, the vendor needs to be able to run the program with only a 50% reimbursement.

37. The RFP was posted twice, is there a certain one we should respond to?

Answer: No, they are both the same just listed under two different United Nations Standard Products and Service (UNSPCSC) codes.

38. Is the expectation that the bidder will provide both training and job placement? My program only offers job placement and retention services.

Answer: Job placement is a required service, please see Appendix B.

39. While providing the training to the clients do we have to pay them?

Answer: If they are receiving training that is classroom training then no, they do not get paid. If they are training on a work site, for example a construction site and performing work they must be paid. They cannot take the job responsibilities from an existing employee.

40. Do we have to pay participants if they are doing an internship or work experience?

Answer: These are possibilities but they will need to be thoroughly explained and laid out in the proposal. Not all internships or work experience will qualify. For work experience, if the task they are learning does not need to be taught at a work site than this type of work experience may not be acceptable. They cannot take the job responsibilities from an existing employee.

41. If a person walks in and wants to take our training are we able to provide the training?

Answer: Anyone that you come in contact with that may meet DSS TANF or Food Benefit programs should be referred to DSS. If they become eligible then they could participate in your program. We cannot guarantee that the individual referred will choose your program.

42. What is the break down by county for the 500 TANF E&T participants?

Answer: New Castle is 70%, and Kent and Sussex are each 15%.

43. Can we limit the gross number of clients that get referred to us in a year?

Answer: Yes you can. To clarify, not all the participants are going to be referred to the partner programs. Our State E&T vendor provides training and placement services as well. Some participants go directly to Job Search activities and will not be referred. We are looking for training and education that is not already part of the E&T program.

44. Can the trainings serve different populations like re-entry and non-re-entry participants?

Answer: Yes

45. How often do we need to report our data, daily, monthly, quarterly?

Answer: All of the above. The reporting requirements will be outlined in the contract, but requests for data can come at any time prompting us to request information from you.

46. Are the partner providers responsible for case management of the participants?

Answer: Yes, we expect that the programs will provide case management and support to the participants to increase their ability to complete the program and become employed.

47. Do we need to provide child care services for participants that need it to participate?

Answer: No, DSS provides child care for eligible participants.