

TANF WORKS Services for Adults

CONTRACT NUMBER LAB 17900 – TANF_WORKS
RFP Pre-bid Meeting: Questions and Answers
July 18, 2017

Can you provide the projected referrals broken out by County?

New Castle County– 2743, Kent County – 916, Sussex County – 923

Will the State provide guidance about the Job Development role?

No, the State wants to give providers the flexibility to develop their own programs

Can Clients carry over with this new program?

All Clients will start fresh with the new program year; however Carry Overs are expected for subsequent years.

How long is Enrollment?

Enrollment occurs after two weeks of consecutive participation, four weeks of consecutive participation for a cure sanction.

What does Acceptable Documentation mean?

Acceptable documentation is defined in TANF Policy 03 – Contractor Documentation for Training, Employment and Participation/Performance. TANF Policy 03 and all other related policies that need to be adhered to can be found at:

<https://det.delawareworks.com/rfp-contract-services/index.php>. Alternate formats will be acceptable with prior written DET approval.

Are the clients still limited to 4 weeks in the classroom?

Yes after four consecutive weeks of classroom instruction (Job Readiness) there must be a break.

Are there any required positions in Key Staff

The Job Developer and the LRI instructor are mandatory.

How many copies of our RFP response do I need to provide?

3 original paper copies required.

Can we get the RFP in a word document?

Yes

In order to ensure immediate access to services, is it permissible to include mental health/substance assessments paired with onsite counseling?

Yes

Is there a penalty if you don't have sufficient clients to conduct LRI classes?

Providers are expected to provide LRI Instruction to all TANF Clients.

Signature page – what does FOB mean?

Disregard – please leave blank.

What are the Referral projections for New Castle County:?

The state projects 60% for Northern New Castle County and 40% for Southern New Castle County.

Does the State prefer to have one contractor?

No

Can we bid on a portion of a county?

No, all bids should be based on entire County.

Explain 1 budget per county and 1 ‘combined’ budget.

Providers should submit a budget for each County they propose to service, and one budget showing costs if they were awarded all Counties. There is an expectation of savings.

Budget: How is Travel for Client different from Incentives?

Client incentives are individualized, (Bus Passes) while Travel is group wide (bus trip to job fair)

What would be included on Line Item 19. – Client Fringe on the Budget Pages?

FICA, Unemployment, and Workers Compensation

On the payment point schedule on page 51 it references 48 weeks of participation; however, the narrative on page 47 states the TANF Works Program objective is 52 consecutive weeks of participation, will we be serving clients for 48 or 52 weeks?

This is a 52 week program.

Regarding Performance Expectations on page 50 and 51, hour many hours is the participant required to work in order for vendors to be eligible for this payment.

The process to determine how many weekly hours are required is outlined on page 47 of the RFP.

In the Proposal Data Summary is 6.2 – Funds (dollars or in-kind) will be provided, matching funds, by the proposer to support this proposed program activity. The matching funds will support the following. Is this about matching funds?

Yes

Where do we put answers to Proposal Data Summary questions 7.0, 7.1, & 7.2?

Separate pages added to submission.

Proposal Data Summary - 7.2 – If you have operated this program in the past (previously Employment Connections/Keep a Job), please describe the program changes found in the proposal that have resulted from what you have learned in operating this program. Are you looking for how we will implement changes based on the new proposal affecting our current program or are you looking for what we have learned in running the current program and how that supports the changes in the new proposal?

Only answer this question if have operated an Employment Connections/Keep a Job program in the past. We are looking for what we have learned in running the current program and how that supports the changes in the new proposal.

Proposal Data Summary - 7.3 – Is it 1 or 2 pages as the maximum?

Answer: One page maximum

Target Outline Question # 2 – Is using Profiles of similar situations acceptable?

Yes

Are there any limitations to size for the Target Outline Questions?

Be clear and concise. Brevity is appreciated.

Target Outline Question# 6: What is the column with the Blank heading used for?

Please disregard, this space was for verification documents, however the TANF RFP specifies what required documents to use so this entry is not needed.

Target Outline Question# 5 – Key People: Differentiate between Job Development Staff vs all Staff.

Proposers should provide a brief description of all employees listed under Key People including the Job Developer. All key people should also be included on the Employee Listing Page.

Education/Pathways is a focus throughout the RFP but payments are structured on employment, where should the program be focused?

The goal for all TANF clients interested in education/pathways is to have a combination of education/employment activities.

How is it possible to earn 100% for a client when Payment 2 is based on them not being in unsubsidized employment and payment 3 is being in unsubsidized?

The payment structure is being revised to the following:

Payment Point 1	Enrollment – completion of two consecutive weeks of participation	10%
Payment Point 2	1 st 12 Consecutive weeks of Participation	20%
Payment Point 3	2 nd 12 Consecutive weeks of Unsubsidized Employment	20%
Payment Point 4	3 rd 12 Consecutive weeks of Unsubsidized Employment	25%
Payment point 5	4 th 12 Consecutive weeks of Unsubsidized Employment	25%

What if someone starts working in week 5 of participation – they get payment 1 but how are 2 and 3 calculated?

The payment structure is based on continuous weeks of participation.

Is it 12 weeks at a time or is it weeks 1 through 24 for 1st and 2nd consecutive weeks?

With the exception of Payment Point 1, all payment points are related to a 12 consecutive week period.

Will there be changes to the excused absence policy to help clients meet this?

No, there will be no changes made to address the changes in weeks of participation.

Per the schedule, vendors only have two weeks after questions are answered to develop their solution. Given that critical information may be provided in the questions, especially for non-incumbent vendors, would the Department consider a two-week extension of the due date?

DHSS/DOL realizes it's a short turnaround time but a two-week extension cannot be granted.

Would the Department consider giving additional time for contract transition? Award date is listed as September 3, 2017 with a contract start date of October 1, 2017. That timeline is very short for non-incumbent vendors.

DHSS/DOL will try to make award announcements before September 3, 2017.

Will the Department provide separate funds for start-up costs?

No, the department cannot provide separate funds for start-up costs

The bottom of page 41 shows the payment structure for three years. If there are four years available, for the 4th year of the contract, will the payment structure be 50% cost reimbursement and 50% performance based?

The intent would be for year four to be a 50/50 payment structure but no decision can be made at this time.

We understand that vendors must submit an individual proposal for each area that we are bidding on. Can vendors submit alternative, combined pricing for more than one region that shows efficiencies gained by combining the regions?

Yes vendors will be instructed to submit individual budgets for each service area and if the intent is to service more than one area a combined budget will need to be submitted.

Does either the ASSIST and/or Job Link system provide fields/functionality to support data entry and reporting for tracking work participation hours?

Both systems support data entry and reporting for tracking work participation hours. ASSIST is used for federal reporting while Job Link is used to generate payments.

The RFP states that payment points may be earned only once per client except when approved by TANF team. What is the time period covered?

The contract period begin on October 1st and ends on September 30th.

The requested Proposal Format detailed on Pages 53-54 of the RFP contradicts the Minimum Requirements list on Page 2 of the RFP. Should bidders follow the instructions on Page 53 and submit only the listed Summary, Target Questions, Budget, Signature Page, and Forms? This would leave out the requirement on Page 2 for a State of Delaware Business License and the requirement on Page 3 for Proof of Insurance. It would also remove the requirement on Page 3 to respond to the Scope of Work and a direct response to B. General Evaluation Requirements listed on Page 3.

Both sections of requirements are expected to be included in the submitted proposals.

What does "Addenda" refer to on the Proposer Checklist?

Please disregard.

For anyone that is not working do you still get credit for performance even though you will not get the performance payment?

Yes contractors will receive participation performance for those not eligible for performance payment.

Can LRI person perform other duties if there are insufficient clients to meet the eligibility criteria? Are they allowed to serve in a dual role?

Yes

If a person is a full-time student, will we be able to receive a performance payment point after payment point 2?

No, the only time a payment point is allowed after Payment Point 2 is if the Client is participating through unsubsidized employment.

How will carryovers be transitioned to the new vendor?

Prior to the end of the existing contract, DOL will provide instruction on how the transition should be handled. All Clients will be returned to DSS and re-referred into the new program.

Should we include the completed application for the Office of Supplier Diversity Certification with our paper submission of the RFP?

No

Can you please provide the forms or hyperlinks to the forms that go along with the TANF policy, such as Job Search Time sheet, Verification of Employment, Work Experience Agreement, Work Experience Time Sheet.

Forms will be included as an attachment.

To completely answer requirements in the forms, is it acceptable to copy forms into Word documents and make slight alterations, such as modifying the spaces provided?

Yes, as long as the format is not changed.

Section III Required Information States that the Minimum Requirements listed in III.A shall be provided in the proposal in the order listed. The first item is Delaware licenses or certifications. This required item is not listed on page 53 or 54 which provide a different list of required sections for the proposal. Should Delaware licenses be included in the proposal? If so, where should they be placed?

The two sections of requirements are not exclusive; all documents should be submitted in one package in the order they are listed in the RFP.

Section III Required Information States that the Minimum Requirements listed in III.A shall be provided in the proposal in the order listed. The second item is responses to the Scope of Work (pages 38-43). This required item is not listed on page 53 or 54 which provides a different list of required sections for the proposal. Should responses to the Scope of Work be presented in a separate section of the proposal, or addressed as appropriate in the answers to Target Questions?

The two sections of requirement are not exclusive; all documents should be submitted in one package in the order they are listed in the RFP.

If vendors would like to negotiate elements of the insurance requirements, what proof of insurance would be acceptable?

No negotiation is allowed. Submit what proof of insurance you have and it will be reviewed.

Section III Required Information States that the Minimum Requirements listed in III.A shall be provided in the proposal in the order listed. The fourth item is proof of insurance. This required item is not listed on page 53 or 54 which provides a different list of required sections for the proposal. Should proof of insurance be included in the proposal? If so, where should it be placed?

The two sections of requirement are not exclusive; all documents should be submitted in one package in the order they are listed in the RFP.

Section III Required Information States that the Minimum Requirements listed in III.A shall be provided in the proposal in the order listed. The fifth item is Attachment 8. This required item is not included (nor are any of the Attachments) in Proposal Format on page 53. On page 54 Attachment 8 is requested as part of 6. Contractual Forms. Is the Proposal Checklist on page 54 the order in which we should submit our response?

The two sections of requirements are not exclusive; all documents should be submitted in one package in the order they are listed in the RFP.

This sections States each Proposal must be submitted with three paper copies. Does this mean three copies total, or four?

A total of 3 original, signed copies are required.

Should proposal submissions be addressed to Colleen Cunningham's attention?

Yes proposals should be addressed to Colleen Cunningham's attention.

This section (Confidentiality of Documents) States that proposals must contain sufficient information to be evaluated without reference to proprietary information. It goes on to include instructions on how to provide proprietary information. Does this mean that the State will evaluate the proposal without opening the proprietary information envelope?

No

To clarify the requirements under Confidentiality of Documents on page 7 of the RFP, if certain information is proprietary, vendors should submit a redacted version of their proposal, with references to the sealed envelope of "Proprietary Information". In the sealed envelope, vendor will provide pages with redacted information visible. Is that correct? Should three copies of the Proprietary Information be provided in the envelope?

Yes

Regarding the RFP requirement: It may be at the State of Delaware's discretion as to the location of work for the contractual support personnel during the project period. The State of Delaware shall provide working space and sufficient supplies and material to augment the Vendor's services.

Can the State please clarify if it intends to provide the facilities for the contractor? If so, will any infrastructure be included such as the network, telephone system, etc.?

That clause does not pertain to this solicitation.

Bidder suggests modified language in General Contract Terms for f. Insurance:

1. Vendor recognizes that it is operating as an independent vendor and that it is liable for losses, penalties, damages, expenses, attorney's fees, judgments, and/or settlements incurred by reason of bodily injury to or death of persons, or damages to property arising out of the vendor's negligent acts during this contract caused by, resulting from, or arising out of any negligent act on the part of the vendor.

2. The vendor shall maintain Workers' Compensation insurance with statutory limits and including Employers Liability with a limit of \$1,000,000 for its employees for claims under the Workers' Compensation Act. The vendor is an independent vendor and is not an employee of the State of Delaware.

3. During the term of this contract, the vendor shall, at its own expense, carry the below listed insurance with minimum limits as follows:

a. Commercial General Liability including products/completed operations liability - \$1,000,000 per occurrence and

\$ 2,000,000 annual aggregate

b. Misc. Errors and Omissions - \$1,000,000/\$3,000,000

c. Automobile Liability (Bodily Injury and Property Damage) - \$1,000,000 per occurrence combined single limit.

Thank you for the suggestion there will be no modifications to the minimum insurance limits.

This requirement States that vendor must attest to the fact that no activity will take place outside of the United States in its transmittal letter (page 19). This appears to be in contradiction with Appendix B Proposal Forms on page 52 which requests that no cover sheet be added to this proposal. Should a transmittal letter be included, or is the State waiving the requirement on page 19?

You may include a cover letter.

Regarding the RFP requirement: Current Version – “Packaged” application and system software shall be the most current version generally available as of the date of the physical installation of the software.

Can the State please define the term “Packaged Application and Software” with examples?

This RFP is Service not Technology related, packaged applications will not come into play.

In the referenced Delaware information standards, there are “Building Access Security Standards”. Is this required for Contractor/Vendor facilities?

No it is not required for Contractor/Vendor facilities.

In the referenced Delaware information standards, there is a “Video Surveillance Policy”. Is this required for Contractor/Vendor facilities?

No it is not required for Contractor/Vendor facilities.

Please provide the estimated budget or funding available for these contracts broken down by region.

Projected availability in total is \$4.5 million.

New Castle County - \$2.7 million

Kent County County-\$900,000

Sussex County-\$900,000

Does 4.5 M include supportive services?

Yes

Regarding the RFP requirement:

Selected vendors will support the APEX program;

• Making it possible for APEX to have regular monthly meetings on site.

Can the State please provide the number of APEX staff it expects the contractor to support at its site for these required meetings? Can the State also define the support services it expects the contractor to provide the APEX staff at its site in terms of space, equipment, telephony, and connectivity requirements? What is the expectation?

Aside from meeting space there is no expected support from vendors.

Regarding the RFP requirement:

• Contractor is responsible for assigning an IT Technician to support contractor PC issues.

Will the State please confirm that this IT Technician can be remote rather than on-site?

Yes, IT Technician can be remote rather than on-site.

We understand that vendors must submit an individual proposal for each area that we are bidding on. Can vendors submit alternative, combined pricing for more than one region that shows efficiencies gained by combining the regions?

Yes

Regarding the RFP requirement:

TANF Works vendors will:

• **Provide no-cost dedicated office space for Bridge Worker who provides comprehensive case management services for TANF clients.**

Please clarify the Bridge Worker program and the role of the Bridge Worker in the Delaware TANF Works contract? Can the State please define the support services it expects the contractor to provide the Bridge Worker at its site in terms of space, equipment, telephone, and connectivity requirements? What is the expectation?

The Bridge worker is expected to provide comprehensive case management services for TANF clients who may have issues with homelessness, domestic violence, mental health and/or substance abuse conditions to overcome these barriers that may impede in the employment and training process. The expectation here is for the Bridge worker to have but not limited to: a designated space with a desk, telephone, and lockable file cabinet where confidential meetings can take place with the clients. Internet access will be available.

Is the Learning Resource Inc. (LRI) position a State position that the vendor should budget for, or is LRI a vendor position?

It is a vendor position and it should be budgeted.

Please provide a breakdown of current, active TANF Works cases by region or area to be served (i.e., North New Castle, South New Castle, Kent and Sussex Counties).

This is the first year of a new program. There are no current TANF Works cases.

Please provide historical performance information for the current vendors for six payment points listed on page 50.

This is the first year of a new program with new payment structure. There is no historical performance data.

Please provide further detail on how the 30% performance portion of the budget will be invoiced. Is the vendor being asked to provide a unit price that will be allocated to each individual payment point shown in the table on page 50, which is then paid for each individual outcome achieved? If so, how and where should that unit price be recorded (if pricing is being requested for all years including the extension periods, a separate unit price will be required for each year given that the split between cost reimbursement and performance based changes)?

The 30% performance portion of the budget is not invoiced. Performance payments are generated by monthly validation of data entered into Delaware Job Link (DJL). The vendor is not being asked to provide a unit price. The unit price is based upon a percentage of your awarded amount which is then paid for each individual outcome achieved by the data entry of activity hours into DJL. Prices are dependent upon award amounts annually.

In the event that a vendor exceeds the performance outlined, will the State continue to pay for payment points achieved over the 30% performance portion of the contract?

No

Is this measured annually or quarterly, and when is the bonus awarded?

Please provide the dollar value of the proposed Performance Based Incentive Bonus, and what criteria need to be met in order to claim this bonus.

The Incentive is measured annually. The Annual Performance Based Incentive is a percentage of the total award amount not to exceed 5%. The criteria is based on average wages per county. The breakdown is as follows:

- Average wage in New Castle - \$10.39/hr.
- Average wage in Kent - \$10.11/hr.
- Average wage in Sussex - \$ 9.727/hr.

Please elaborate on instruction D “Proposal items should be numbered exactly as indicated on the proposal forms.” Is this referring to the numbering within the page, or the page numbering in the footer? Does this include the Proposal Data Summary, Target Questions, and Attachments?

It is referencing the numbering within the page.

Should the budget forms be completed to represent the base contract year, the total contract including optional extension years, or an annual average?

Base contract year.

What should the vendor enter in the F.O.B. line on the Bidders Signature form?

Please disregard.

Are all core activities required to be provided in-house?

There is an expectation that the first four weeks of job search/job readiness are provided in-house. All other cores do not have to be provided in-house.

Must the vendor provide all core activities? i.e. Can the vendor propose to offer all core activities except On-the-Job Training and Subsidized Employment?

No the vendor does not have to provide all core activities. The vendor can propose to offer all core activities with the exceptions of OJT and Subsidized Employment.

What is the cost per participant for each of the current vendors?

TANF Works is a new program therefore there is no current cost per participant.

What are the annual program budgets of the current vendors?

TANF Works is a new program therefore there are no annual program budgets.

Can an existing trainer become a “Learning Resources, Inc. (LRI)” instructor or must a new instructor be hired through LRI?

Yes an existing trainer can become a LRI instructor. The instructor does not have to be hired through LRI.

Must vendors purchase a LRI training manual or will one be provided through the funder?

The LRI training manual/material will be provided through the funder.

Will all referrals be TANF applicants? If so, what happens if employment is found before the two week enrollment period (prior to the applicant’s case being “Opened”)? Does the vendor still get paid for milestones in this scenario?

A referral is a referral. As long as the participant continues to participate the contractor is eligible for payment.

Are the Core Activities requirements different for clients who are TANF applicants as opposed to clients who are already TANF recipients? i.e. Since TANF applicants have a two-week "Enrollment" period prior to their case being deemed "Open," should they be more focused on barrier removal and job readiness training during their first two weeks in the program, whereas clients who are already receiving TANF should focus on unsubsidized employment immediately upon entry into the program?

There is no difference in the core requirements for those who are applicants as opposed to clients who are already recipients. The intent of the program is to provide a structured job readiness component for the first four weeks.

What happens if a TANF applicant enrolls in the vendor's program but is later deemed ineligible to receive TANF benefits?

A referral is a referral. As long as the participant continues to participate the contractor is eligible for payment.

Can the vendor propose different percentages for the cost reimbursement-performance based contract (*page 41 of RFP*)? I.E. Year One: 80% cost reimbursement and 20% performance based. Or 100% performance based in lieu of a hybrid.

No

Attachment 8-Employing Delawareans Report: If the proposing organization is a new vendor in Delaware, can Number 2 "Number and percentage of such employees who are bona fide legal residents of Delaware" be answered with "To Be Determined"?

It is expected proposers will provide a reasonable expectation of the number of employees employed on the project and the percentage of those employees who will live in Delaware.

Should current vendors applying include clients from their current contract in Target in Outline Question #2 and 6?

There are no carry-ins work with the projected referrals found in the RFP.

What is the definition of "enrolled" for the performance milestone?

Enrolled is being defined as two consecutive weeks of participation. Payment Point No. 1 has been revised to reflect this definition.

What is the expectation as to how the service provider awardee will coordinate and work with the Transition to Work vendor?

Referrals from the Transition to Work Program will be transferred electronically to the TANF Works vendor through Assist Worker Web once the clients are deemed work ready.

Please provide characteristics of clients who are in the "TANF-like" population

Any individual with children who qualifies for DSS benefits.