

Questions and Answers Regarding the 2010-11 RFP for W-2 and Related Programs

A. Part 1, Section 1: GENERAL INFORMATION QUESTIONS ABOUT THE RFP

A.1. Is there a deadline for submitting RFP questions to the state?

No, there is not a deadline; however proposals must be in by 4:00 PM on July 31, 2009. The Q&A document on the web will be updated twice weekly.

A.2. Can RFP proposers attend the bidders conferences remotely rather than traveling to the meeting?

The conference for The Balance of State Proposers and Right of First Selection Agencies will be available via webcast. Balance of State Conference information located at:

http://dcf.wisconsin.gov/w2/rfp/2010/pdf/proposer_conference_bos_wo_link_063009.pdf

The conference for Milwaukee Proposers will not be available via webcast. Milwaukee Proposer Conference information located at:

http://dcf.wisconsin.gov/w2/rfp/2010/pdf/proposer_conference_milwaukee_070109.pdf

A.3. Can we get an extension on the due date for submitting our proposal to the state?

No, extensions will not be granted. All proposals must be dated and time stamped by the Dept. by 4:00 PM CT on July 31, 2009.

A.4. Will the RFP and RFS be available in Word format?

Yes, it has now been published on the web in both PDF and Word formats.

NEW 7/3/09

A.5. Is the session today (6/30/2009) being recorded for viewing later?

No. We will post all questions and answers on the RFP website.

A.6. How quickly will the Department respond to questions submitted after the bidders conference?

Our intent is to update the Questions and Answers on Wednesdays and Fridays. We will publish Questions and Answers from the Bidder's Conferences as quickly as possible.

A.7. Will copies of the sign-in sheet be available at the end of this session (07/01/2009 P.M. session), or, be posted on line?

We have no plans or capacity to distribute the sign-in sheet at the proposer's conference. We plan to post the sheet on the W-2 RFP website.

A.8. Please explain what you mean by tabs to separate each heading and subheading in the Organization and Format, Section 4.4.3.1. Do you want actual physical tabs in the final document or do you mean tabs in the typing of the document? Page 1-15 says "or otherwise clearly marked". Do you mean this or must we insert physical paper tabs? There are other ways to "clearly mark".

The tabs we are referring to are dividers between the sections of the proposal. We are not referring to tabs in the typing of the document. We prefer to have actual dividers with tabs that correspond to the heading and subheading in the response items,

however, if a proposal includes an alternative that clearly marks the headings and subheadings that will be acceptable.

- A.9. The RFP specifies that there is a 100 page limit for the W-2 and Related Programs proposal including Management and Financial Accountability and the Program Plan and all attachments. Please confirm that a “page” is defined as including the front and back of a single sheet of paper.**
One page equals one side of the paper, not the front and back of a single sheet of paper.
- A.10. The RFP states that there is a minimum font size of 11 point. Please confirm that a smaller font size may be used in graphics, exhibit captions and tables.**
Yes, graphics, exhibit captions and tables may contain a font size smaller than 11 point.
- A.11. What group of individuals are reviewing/scoring the Milwaukee RFP responses?**
There is more than one group reviewing the Milwaukee RFP responses. The groups consist of a mix of State staff and external knowledgeable persons. The identity of the individuals is kept confidential until after the RFP is complete.
- A.12. How many agencies will be invited to present at oral interviews and will all agencies that submit complete RFPs be invited to present at oral interviews?**
The decision on how many and which agencies will be asked to provide an oral presentation will be made after the preliminary and detailed evaluation steps have been completed.
- A.13. When will RFP addenda be released?**
Addenda to the RFP (which capture any corrections, changes or modifications to the RFP) will be updated and released on the website as information becomes available. We anticipate releasing an Addendum during the week of July 6, 2009. You will receive an email alert if you have subscribed to the RFP Updates.
- A.14. Where can I get samples of a prior year application proposal?**
Proposals from prior years are available for review at the Department of Children and Families in Madison. If you would like to set up an appointment to review a proposal(s), please contact Susan Longfield.
- A.15. What are some of the unmet needs of the program that you would like to see addressed in this years grantee proposals that have not been remedied in prior years of operation?**
We suggest proposers become familiar with the basic assumptions of the W-2 program found in Part 1, Section 1. In addition, the response items are a good indication of the areas in which we would like to see proposers focus.
- A.16. What do BOS and WEA agencies have to do to earn incentive pool money?**
Connect participants to employment and continue to provide follow-up services to help ensure continued employment. Specific requirements are outlined in Appendix B-5.
- A.17. Of the EAA, WEA and SSIA agencies, only the WEA is eligible for the incentive pool, correct?**
Correct. Balance of State Agencies are also eligible for the incentive pool.

NEW 7/10/09

- A.18. Please confirm that taking exceptions or deviations to the RFP will not negatively impact scoring or deem the proposer non-responsive.**
Deviations and exceptions may be considered but not necessarily agreed to (per Part One, Section 1, 4.5). Whether the exception is approved or denied, it will not reflect negatively on the proposal.
- A.19. Can the Department specifically identify the scope and content of “related cost reimbursement policies”?**
See “DCF Financial Policies for Grants and Contracts to Agencies”
<http://dcf.wisconsin.gov/contractsgrants/default.htm>
- A.20. In reference to Appendix A – page 6, it appears that the base contract allocation to be used as a budget for the SSI/SSDI Advocacy Agency in Milwaukee County is \$11,869,209 for a two year period. If this is correct, could you provide an estimated amount of transition funds that may be made available per Part One, Section One, subpart 5.9 Transition Responsibilities (page 1-21) where it states, “The Department intends to make start up funding available to new W-2 Contract Agencies.”**
Yes, \$11,869,209 is the preliminary allocation for the Milwaukee SSIA. We do not have an estimated amount of transition funds that may be available. Terms and conditions for transition activities will be handled on an agency-by-agency basis and may be discussed during the oral interview. Terms and conditions for transition activities include funding amounts.
- A.21. If a current non-RFS consortia submits a proposal to add another non-RFS geographic area and that same geographic area is in another proposal, is the proposal at risk by the inclusion of the additional geographic area?**
See RFS/RFP Scenarios
http://dcf.wisconsin.gov/w2/rfp/2010/pdf/rfs_rfp_consortium_scenarios.pdf
- A.22. How will proposals, which may have overlapping jurisdictions, but are completely different in total composition, be compared? e.g. Proposal #1 has Counties A, B, C, D and proposal #2 has counties B,C,E,F?**
DCF will not compare proposals. DCF will evaluate each proposal independently. The state will award contracts based on RFP results and oral presentations, if applicable.
- A.23. If we combine RFS Counties with a non-RFS county in a consortium competitive proposal and it is not accepted are the RFS selection counties at Risk?**
See RFS/RFP Scenarios
http://dcf.wisconsin.gov/w2/rfp/2010/pdf/rfs_rfp_consortium_scenarios.pdf
- A.24. If an agency has RFS and a non-RFS county, are 2 proposals (1RFS plan) (1 RFP proposal) required?**
See RFS/RFP Scenarios
http://dcf.wisconsin.gov/w2/rfp/2010/pdf/rfs_rfp_consortium_scenarios.pdf
- A.25. We are currently a non-RFS county consortium. If we add or drop counties, do we need to complete a consortium formation request form?**
See RFS/RFP Scenarios
http://dcf.wisconsin.gov/w2/rfp/2010/pdf/rfs_rfp_consortium_scenarios.pdf

Updated 7/29/09

- A.26. If an agency submits a consortium proposal, will they be considered for all as whole or for individual regions?**
Both. All proposals will be scored independently for each region. The state will award based on RFP results and oral presentations, if applicable. DCF may give additional consideration to consortia proposals during the evaluation process.
- A.27. If an agency has a consortium of many counties geographically dispersed, will one Community Steering Committee suffice?**
Yes however the Community Steering Committee will need to meet all of the requirements for a Community Steering Committee for the entire geographic area.
- A.28. If any agency gained RFS in some areas but not in other, what are the implications of combining the non RFS in a consortium proposal with the RFS areas? If the non-RFS proposal is not successful, will that impact the RFS areas?**
See RFS/RFP Scenarios
http://dcf.wisconsin.gov/w2/rfp/2010/pdf/rfs_rfp_consortium_scenarios.pdf
- A.29. If an agency wins a contract in a non-RFS area, could it later add this contract to an existing consortium?**
Yes.
- A.30. Must existing consortiums complete the "Request for Consortium Formation" Form 1B, if they remain the same as in the previous contract with the same counties and admin agency? If an existing consortium is making changes, adding or subtracting counties, are they required to file Form 1B?**
See RFS/RFP Scenarios
http://dcf.wisconsin.gov/w2/rfp/2010/pdf/rfs_rfp_consortium_scenarios.pdf
- A.31. Given that the Job Entry standard used for the incentive is YTD, should it not be pro-rated for the 1/1/10 to 6/30/10 time period? The goal is 25% for the year. Should it be 12.5% for six months?**
Yes we will have a pro-rated benchmark for the Job Entry measure at the 6/30/10 and 6/30/11 periods. We will update the Appendix B-5 to reflect the pro-rated standard.

NEW 7/17/09

- A.32. Part One, Section One, Subpart 5.2 states that proposals will be evaluated against established criteria. Can the Department please specify the established criteria or scoring elements and corresponding weight that the evaluation committee will use in the detailed evaluation phase?**
No, this information will not be made available.
- A.33. Where can we find a copy of the Department's federal cost allocation plan as it is referenced in Appendix A, Cost Allocation, page 3?**
The parts of the Department's federal cost allocation plan that apply to the W-2 Contract Agencies are published under the Cost Allocation Bases financial policy which can be found on the DCF internet at:
http://dcf.wisconsin.gov/contractsgrants/financial_policies/default.htm
- A.34. How can the Incentive Pool be used? Is it unrestricted? Please explain "reinvested in the W-2 Program".**
Incentive pool funds can be spent in the same way that the W-2 allocation is spent. The funds will be added to the W-2 Service Allocation.

A.35. Are existing agencies eligible to receive transition assistance/funding if taking over new responsibilities?

Existing agencies are eligible to apply for start-up funding if awarded additional geographic areas and/or are taking over new responsibilities. However, there is only a limited amount of start-up funding so until all contracts have been awarded and all start-up funding requests have been received and reviewed we cannot guarantee the amount of start-up funding available for any agencies.

A.36. Part One, Section One, Subpart 4.4.3.1 states, “The maximum number of pages for a W-2 and Related Programs proposal including Management and Financial Accountability and the Program Plan and all attachments is one hundred (100) pages.” It does not designated whether any pages associated with the budget section are also included in the 100 page limit. Could you please clarify if they are included?

The budget response items which include Form #2 (2010-2011 Base Contract Budget) will not be counted toward the 100 page limit. Forms are not included in the 100 page limit.

A.37. A number of the documents that are required to be attached to the proposal can be accessed on our website. For the sake of saving on paper, can we refer to the web link or must we attach the paper documents?

Please attach paper documents rather than a web link.

A.38. Are we correct in assuming that the section dividers will not “count” towards the 100 page maximum?

Dividers/Tabs do not count towards the 100 page limit.

A.39. In the instructions for submitting the RFP, the instructions read to tab or clearly mark the headings and subheadings. Do we interpret the headings to be (example) Section Two: Program Plan; and the Subheading: Subsection A: Balance of State Response Items?

Proposals are to be organized with the Response Items headings, subheadings and alpha and numeric delineations in the same order and sequence of this RFP. Each heading and subheading should be separated by tabs or otherwise clearly marked. An example of a heading is: Part Two, Section Two, Subsection A: Balance of State Response Items. An example of a subheading is: 2.A.1, Agency Case Management Philosophy. There does not need to be a tab for each heading and subheading as long as each heading and subheading is clearly marked. We suggest tabs or dividers between major sections of the proposal as follows:

TAB 1: Executive Summary/Transmittal letter or Cover Letter (optional)

TAB 2: Part 2, Section 1, Management & Financial Accountability *Note: Attachments required under 1.7, 1.8 and 1.9 can be included with other forms.*

TAB 3: Part 2, Section 2, Program Plan, Subsection A, B, C or D

TAB 4: Part 2, Section 3, Budget Response Items including Form # 2 -2010-2011 Base Contract Budget

TAB 5: Forms *Note: Forms (and forms attachments) are not included in the 100 page limit.*

TAB 6+: Appendices/Optional Submissions

A.40. May proposals be submitted in a three ring binder?

Yes.

Updated 7/29/09

A.41 How long is the transition for new agencies?

The transition period begins as soon as DCF approves the transition plan(s) submitted by new agencies. The plans are required within thirty (30) calendar days of the Department's Notice of Intent to Award the Contract(s) and continue through December 31, 2009.

NEW 7/23/09

A.42. Do phrases such as "costs for telecommunications, including ongoing operations costs and one-time installation or procurement costs will be controlled" and "operations costs such as monthly phone service" mean that the contractor is expected to provide or pay for communication services such as telephone service and data networking? Currently, what telephony and data networking capabilities are provided at each site, including:

1. number and capacity of telecommunications links
2. number and capacity of data communications links
3. characteristics of the communications closets
 - a. power
 - b. cooling
 - c. racks

Yes, the contractor is expected to provide or pay for communication services such as telephone service and data networking. You will need to estimate what you believe will be needed for your program to operate and the cost of that. We will assist those agencies selected to administer programs with specific issues.

A.43. In reference to "one-time costs such as installing a new phone system," does the Department mean that the contractor is expected to provide telephone switching services or support an existing system? If so:

Is there an option to pick up support of existing telephony equipment?

Plan your costs as you believe will be the situation for the location of your program. If it's highly likely that you need to install a new phone system vs. hook into and pay your portion of the costs of an existing system, then plan for that. You do need to plan for what you believe it will cost you to locate at the site.

What specific telephony equipment is in use in use at each site and how old is it? Examples of equipment for which we are seeking clarification include:

- switches
- IVRs
- call routers
- voicemail servers

You need to plan for what your program will need, regardless of whether it's at the site now or not. In planning for what you will need, you must still consider how best to control costs.

If the contractor is to provide new equipment or services, can those be leased?

Yes, if it is the most cost effective.

If the contractor provides new equipment or services, can those be located off premises?

The equipment or services provided should be for the program, and there should be rationale for the purchase and location of it that links directly to the program.

Updated 7/29/09

A.44. To what extent does the required sharing of facilities and services include information technology (IT)?

Is the contractor expected to provide or support IT hardware such as:

- a. **personal computers**
- b. **telephones**
- c. **servers**
- d. **routers**

Yes, for what is needed for their program.

Is the contractor expected to provide or support IT software including:

- a. **personal computer applications**
- b. **server software such as database management systems**

Yes. for what is needed for their program.

At each site, what existing software and hardware will need to be supported including phone switches and associated equipment such as IVR and voice mail servers, computer servers and routers, communication wiring closets, PCs, PC software licenses, server software licenses How old is this equipment?

Selected providers are required to provide all necessary hardware and software. A new provider may enter into an agreement with the previous provider to purchase or lease the previous provider's hardware and/or software. DCF does not keep data on the make, model and age of each agency's IT equipment.

A.45. Does the Table of Contents for the W-2 and Related Programs Proposal count against the 100 page limit?

Yes.

NEW 7/29/09

A.46. Is a Consortium Administrative (Lead) Agency no longer required to develop contracts with the counties in their Consortium? In other words do we develop contracts and have them signed like we have in the past?

Yes, if an agency other than the lead agency in the consortium will be operating the W-2 program and the cost agreed upon is greater than \$10,000 – the lead agency must use a subcontract.

A.47. Will there be start-up funds available for IT and other office needs?

There is a limited amount of start-up funding available for new agencies and current agencies taking on additional geographic areas and/or taking over new responsibilities. IT and other office needs are allowable start-up costs. Until all contracts have been awarded and all start-up funding requests have been received and reviewed we cannot guarantee either the amount of the start-up funding available for agencies or what start-up costs will be approved.

B. Part 1, Section 2: MILWAUKEE SERVICE DELIVERY STRUCTURE QUESTIONS

NEW 7/3/09

B.1. Please provide more detailed information regarding what it means by "...issuing W-2 payments" on page 1-36, part 1, section 2, sub 1.3.2(b). Does this mean the SSIA will be required to front the money to the participant?

Updated 7/29/09

No. The SSIA will have a benefits allocation that will be used to fund the monthly participant W-2 cash benefit payments that are issued through the Client Assistance for Reemployment and Economic Support (CARES) System.

B.2. Which Milwaukee agency is responsible for Caretaker Supplement cases?

Effective January 1, 2010, the Wisconsin Department of Health Services will take over all aspects of eligibility determination for the Caretaker Supplement program in Milwaukee County. None of the W-2 agencies in Milwaukee are responsible for the CTS program.

B.3. Can an organization run the EAA and be a subcontractor for WEA?

No. The EAA must be an independent agency with no contractual relationship with the WEA.

B.4. Which type of agency is responsible for closing a case after the EAA has transferred the case to the WEA or SSIA agency?

Once a case has been transferred from the EAA to the WEA or SSIA agency, the agency the participant is placed with (either WEA or SSIA) is responsible for closing the case at the appropriate time based on W-2 policy.

B.5. If a case is placed in the SSIA agency and is later determined not appropriate for SSI advocacy, is there a process for returning the case to the WEA or EAA?

The SSIA will consult with the EAA in circumstances where the SSIA can show evidence that a participant is more appropriate to be placed with the WEA. When disagreements arise between agencies concerning which agency is most appropriate to be the service provider for a particular participant, the EAA will make the final decision based on review of all screening and assessment information, discussion with the participant and other evidence gathered by the agencies.

If the SSIA disagrees with the decision made by the EAA, that agency may submit an appeal to the Department for a final review.

B.6. Will referrals to the SSIA be made by the Milwaukee EAA only or by the WEAs also?

If the WEA felt a participant was appropriate for SSI advocacy, they would start by consulting with the EAA to gather needed assessment information. When disagreements arise between agencies concerning which agency is most appropriate to be the service provider for a particular participant, the EAA will make the final decision based on review of all screening and assessment information, discussion with the participant and other evidence gathered by the agencies.

If the WEA disagrees with the decision made by the EAA, that agency may submit an appeal to the Department for a final review.

B.7. In reference to Part One Section Two, 1.3, what does “presence in each region” mean for the SSIA?

The SSIA must have staff available to meet with participants in all 5 regions. This could include co-location with the other W-2 Contract Agencies.

NEW 7/10/09

B.8. Can an agency apply for both WEA and SSIA?

Bidders are eligible to apply for all agency types in Milwaukee.

- B.9. If one agency wishes to apply for multiple regions, does the agency need to submit a separate proposal for each region or one proposal for all regions?**
An agency in Milwaukee submitting a WEA proposal who is choosing to apply for multiple regions only needs to submit one proposal and indicate on Form 1A the regions for which it is applying. If applying for more than one region, Form 1B also needs to be completed. Part Two, Section Two, Sub Section 2.C.9 must be completed for each region.
- B.10. If an agency submits a consortium proposal for the W-2 Employment Agency in Milwaukee, will the proposal be considered for all of the regions?**
An agency can apply for up to five regions; however, an agency will only be awarded up to three. The agency must identify the geographic regions included in the proposal by completing Forms 1A and 1B.

NEW 7/17/09

- B.11. What selection process would the Department follow if a vendor were to bid on all regions within Milwaukee for a particular scope of work?**
While a vendor may bid to be the WEA for all regions in Milwaukee, the Department will only award up to three regions per bidder. Proposals will be selected to ensure the strongest overall service delivery structure in Milwaukee.
- B.12. Can the state please clarify whether an agency applying for multiple Milwaukee regions must complete separate budgets for each region, or can the agency submit a combined budget for all the regions for which it is applying?**
Only one budget is required.
- B.13. How will the Department assure that neutral information will be provided to the applicant by the EAA?**
The Department will work with the EAA and WEAs to define what “neutral information” will be used to help participants select a WEA. This information will be included in the Memorandum of Agreement.
- B.14. Milwaukee Assessment Scenarios**
We have received a series of questions from various sources about which agency in Milwaukee is responsible for conducting assessments. Rather than answer each individually, we have opted to describe the process in whole.
- Informal Assessments –
 - The EAA completes the initial informal assessment at application.
 - The ongoing agency is responsible for ongoing informal assessments.
 - Career Assessments –
 - The EAA completes the initial career assessment at application.
 - The ongoing agency is responsible for ongoing career assessments.
 - All other Formal Assessments –
 - The EAA completes, interprets and pays* for all formal assessments at application and prior to transfer to WEA or SSIA. (Cases that are determined to need formal assessments at application should be placed in W-2 T and should stay at the EAA until all necessary formal assessments are completed.)

Updated 7/29/09

- For cases transferred to the SSIA, the SSIA is responsible for conducting, interpreting and paying* for all necessary formal assessments.
 - For cases transferred to the WEA, the WEA is responsible for conducting, interpreting and paying* for formal assessments in scenarios 1-6 on the chart below. In scenario 7, the WEA may consult with the EAA to get the assessment completed and interpreted. Scenarios 8-10 require a referral to the EAA for the formal assessment. The EAA is responsible for paying* for these assessments. The case, however, remains with the WEA during the assessments. If the EAA believes there is a pattern of inappropriate referrals for formal assessments by a particular WEA, the EAA may appeal the situation to the DCF.
- EAA, WEA, and SSIA are responsible for paying for the needed assessments when no third party coverage is available.

Formal Assessment Scenario	Agency responsible for assessment		
	EAA	WEA	SSIA
1. At application - All formal assessments	√		
2. New W-2 T case prior to transfer to WEA or SSIA – all formal assessments	√		
3. Ongoing case – new domestic violence assessment		√	√
4. Ongoing case – new or ongoing disabled child or family member verification		√	√
5. Ongoing case – new short term disability (such as a broken leg)		√	√
6. Ongoing case – updated medical capacity form on known condition(s) with no changes		√	√
7. Ongoing case – updated medical capacity form on known condition(s) with changes	Consult with WEA	√ May consult with EAA	√
8. Ongoing case – newly discovered or suspected long term physical, mental health, learning disability, or AODA	Assessment for WEA	Refer to EAA	√
9. Ongoing case – vocational evaluation needed as follow-up to formal assessment	Assessment for WEA	Refer to EAA	√
10. Ongoing case – participant requests a formal assessment	Assessment for WEA	Refer to EAA	√

B.15. Currently the CMAs are responsible for contracting with Milwaukee County for Child Support Enforcement services. Which agency will be responsible for contracting with Milwaukee County for these services under the service delivery model in the new contract?

2010-11 RFP requires EAA, WEA and SSIA to coordinate with Child Support (CS) [RFP 2.B.10.2(a), 2.C.4.2(a) and 2.D.6.2(a)]. The current arrangement with Milwaukee County Child Support was worked out locally. We will work with successful proposers to develop arrangements for the 2010 - 2011 contract.

Updated 7/29/09

B.16. Who is responsible for the administration of Refugee Cash Assistance initially? After transfer to WEA or SSIA?

The EAA is responsible for determining eligibility for Refugee Cash Assistance (RCA). The WEA is responsible for providing on going employment services to RCA eligible refugees through coordination with Refugee Employment and Training Providers in accordance with Federal rules and regulations.

NEW 7/23/09

B.17. What will be considered due diligence for the EAA to complete assessments, e.g., missed appointments. What follow-up is required or recommended?

Agencies should follow W-2 policy, including the requirements for obtaining assessment information from applicants/ participants.

B.18. If there is a “no show” from the EAA to the WEA/SSIA agency, who is responsible for follow-up and for payments?

The expectation is that the EAA and the WEA/SSIA will have a face-to-face meeting with the participant as part of the transfer of the case from the EAA to the WEA/SSIA. Once the case is transferred, it is the WEA/SSIA's responsibility to provide services and benefits. Through the MOA process, DCF will work with the EAA, WEAs, and SSIA to develop more detailed processes related to case transfers.

C. Part 2, Section 1: MANAGEMENT AND FINANCIAL ACCOUNTABILITY QUESTIONS

NEW 7/3/09

C.1. Per Part 2, Section 1, subpart 1.8 f, page 2-6, it states DCF would like a reporting of net assets as of the end of our last fiscal year (FY). Given the timing of this RFP, will FY2007 and FY2008 reports be sufficient if FY2009 reports are not yet available?

Yes, the most recently available report will have to suffice.

C.2. For the response items in many sections related to what staff will, and what experience/training qualifies them to, perform the functions and so on, does the State want names of staff members and actual resume/bio information, or will position descriptions and minimum qualifications required suffice?

Position descriptions and minimum qualifications suffice.

New 7/10/09

C.3. It appears that the required information for private agencies (Part Two, Section One, subpart 1.7; subpart 1.8 d), f) and subpart 1.9) are significantly more than other agencies. Will DFES consider increasing the 100 page maximum submission limit for private agencies given these additional response items?

DCF has determined that attachments required under Part Two, Section One, Subparts 1.7 and 1.9 can be included as an attachment and will not be included as part of the 100 page limit. Forms and financial statements required under Section 1.8 are also not included as stated in Part One, Section One, 4.4.3.1 page 1-15.

C.4. Please confirm that Section Three: Budget Response Items is not included in the 100 page limit as described in 4.4.3 pg 1-15

Updated 7/29/09

The Budget Response Items (Form #2 2010-11 Base Contract Budget) is not included the 100 page limit.

NEW 7/17/09

- C.5. Part Two, Section One, 1.4.c) (page 2-3). According to page 1-8, 2.7, paragraph 2. "Due to significant changes to the Milwaukee W-2 service delivery structure included in the RFP, the Department can not award RFS to any agency in Milwaukee (49.143)." Therefore, does response item c), which asks the applicant to address performance improvements if the agency did not earn RFS..., require a response?**

Yes.

- C.6. After review of the 06-10 W-2 and Related Programs Subcontract memo and attachments, as well as the vendor guide which states: "The goal of the state is to attempt to ensure that 5% of the total amount expended in the state's purchasing program in each fiscal year is aid to minority business enterprises", we did not see a specific requirement of Minority Business Enterprises (MBE) in this RFP. Could you clarify if there are any MBE requirements associated with these contracts?**

There are no specific requirements associated with these contracts, however DCF remains committed to the state's goal to ensure 5% of overall purchasing expenditures are to certified MBEs. As stated in Part One, Section One, 5.3, additional consideration will be given to Proposer Agencies to allow for a preference to a certified minority business under section 16.75 (3m) of WI Stats. Details about the MBE program may be found at: <http://vendornet.state.wi.us/vendornet/vguide/mbe.asp>

- C.7. The RFP states that a \$50 check must be submitted with proposals. If the bidder submits multiple proposals (e.g. separate proposals for multiple scopes of work or for a single scope of work within multiple regions) are they required to submit a \$50 check with each proposal? In other words is the fee charged per proposal submitted or per vendor?**

Per proposal.

- C.8. Admin. Memo 04-33 prohibits a private for-profit agency from making a profit or fee for service. Does the prohibition on profit remain in effect for this contract period?**

Yes, the prohibition on profit remains in effect for this contract period.

- C.9. Is it allowable to list more than 5 references in our response? Can agencies include letters of support from other entities (i.e. partner organizations, etc.) that are not required and do they count toward the 100 page limit?**

RFP Part Two, Section One, 1.14 states: Proposer Agencies must provide references from entities who can attest to their ability to administer a contract and deliver services to participants such as required of a W-2 Agency. Agencies should include a list of 5 organizations for references on Form#3 Proposer Agency References. (As this is a form, it is not included in the 100 page limit). More than 5 references or letters of support are neither required nor desirable.

- C.10. This RFP section states that the financial statements required by Section One, 1.8 are a "separate submittal." Is it the Department's intention that financial statements be submitted completely separate from the proposal, or as an appendix?**

The financial statements required under Part Two, Section One, Sub-section 1.8 should be submitted as an appendix to the proposal.

- C.11. It appears that the Department does not require proposers to submit staff resumes or position descriptions to support proposed staffing models. Can proposers choose to include this information? If so, can resumes and position descriptions be included as an appendix and not included in the page limit? Can organizational charts also be included in this appendix?**

Staff resumes and position descriptions are optional submissions and are not required. If an agency chooses to include resumes or position descriptions, they should be an Appendix/Optional Submission. Optional submissions will not be considered in evaluation of the proposal.

- C.12. Could you clarify if a Transmittal Letter is acceptable and if so, would it be considered a part of the 100 page length limit?**

A Transmittal Letter is acceptable and would not be considered a part of the 100 page limit.

- C.13. If we will be subcontracting the child care eligibility piece back to our local counties does that need to be described on the Consortium Agreement Form? Where in the application could we address this?**

Subcontracting information should not be included on the Consortium Agreement form. It should be included as part of your Response under Part Two, Section One, Subpart 1.10 – Subcontracts and/or Purchase of Services.

- C.14. Is the Department willing to accept financial assurance aside from a bond or letter of credit? Please note that bonds and letters of credit are a cost to the State, because a Contractor must include these fees in its pricing. Additionally, ambiguity in payment terms associated with bonds and letters of credit often results in litigation. Finally, other assurance methods can better protect the state against poor performance, including excellent Contractor qualifications, thorough testing of systems, financial penalties for delays, and guarantees issued by a Contractor's parent company.**

The Department is unable to accept any financial assurance other than a surety bond, pursuant to Section 49.34(3)(f). However, please note that a surety bond is required only if the Contractor requests prepayment.

- C.15. Do RFS Private Agencies need to purchase a bond if they want to receive prepayments?**

Yes, RFS private agencies that elect to request pre-payments are required to purchase bonding to cover one month's prepayment (1/24th of the allocation for administration and services). If an agency elects not to request prepayments, no bond is required.

- C.16. If a provider in a Milwaukee Region changes, will the Department expect a new provider to use the current facilities of the old provider? What if the WEA agency wants to move out of Job Center because it is cost prohibitive? Can you define cost prohibitive?**

Given that the contract is for just two years, we strongly recommend that new agencies utilize existing agency locations, including Job Centers. This will reduce confusion for current participants, new applicants, and the community at large who are familiar with the existing locations.

If a proposer agency, however, determines that the existing location is cost prohibitive and/or that there is a different location that would better suit the community, the

proposer agency should indicate their request for a office location change in response to 1.12 a) which requires a list all office locations. This response should include a description of why the location change is being requested. If the reason is cost, the proposer agency should include in 1.12 a) the costs of the current location and the proposed location along with other information such as whether the rates at the current location are reasonable in light of such factors as: rental costs of comparable property; market conditions in the area; alternatives available; and the type, life expectancy, condition and value of the property leased. In addition, if the agency is proposing to move out of an existing Job Center, the agency must identify its plan to ensure W-2 employment and training services are provided at the Job Center in response to 1.12 d).

Proposer agencies requesting to move out of a current location may be asked additional questions during the oral interviews, including how the agency will ensure that services are not interrupted and how the community will be made aware of the move. During the transition process, the Department will work with the agency to find a solution that best meets the needs of W-2 applicants and participants.

NEW 7/23/09

C.17. When completing the listing of staff funded by W-2 in section 1.5 (b) should the Child Care Eligibility portion of staff time be included in the percentage of time funded by W-2?

Yes, you should include all proposed staff to be funded by the W-2 Program which includes the W-2 Related Programs. If you know the percentage of time planned to be funded with CC Eligibility funds, you should note that in your response.

C.18. I am working with the Racine County Human Services Department team on this RFP, and we have a question about section 1.14 Proposer Agency References. Is a County, especially one that has been the only W-2 service provider for the County, required to provide references? If we are, we would be requesting them from DCF and DWD, as the organizations best able to “attest to [our] ability to administer a contract and deliver services to participants such as required of a W-2 Contract Agency.”

Yes, all proposer agencies are required to provide references. A proposer agency may wish to consider obtaining references from providers they may have partnered and coordinated services with in their current or past contracts.

C.19. I feel there is contradicting information between the responses for Question I.1. (Part 2 Section 3, published 7/10/09) and Question C.17. (Part 2 Section 1, published 7/23/09). Question I.1. states CC Eligibility is a Related Program and budgeted costs for this function should not be included in the W-2 Base Contract Budget but the response for Question C.17. states to include the proposed staff for CC Eligibility in your response to 1.5 b.

The Response Items in Part 2 Section 1, Management and Financial Accountability, are to assess the proposer agency's ability to financially administer and manage the W-2 and Related Programs Contract. This includes all W-2 Related Programs. The response to question I.1. in the Q/A document explains that the place to address your plans to subcontract CC Eligibility, a W-2 Related Program, is under the response items for 1.10, Subcontracts and/or Purchase of Services and not on the W-2 Base Contract Budget form. The response to question C.17. in the Q/A document says to include all proposed staff for the W-2 & Related Programs which include CC Eligibility. The Budget Form in Part 2 Section 3 only asks for how you plan to spend your Base Contract Budget because that funding covers a wide variety of services. The funding

Updated 7/29/09

issued for CC Eligibility can only be used for CC Eligibility so it is not necessary to fill out a budget form for that allocation.

NEW 7/29/09

C.20. Section 1.5.a asks for an organizational chart listing the staffing and FTE status; should this be W-2 FTE status?

Yes.

D. Part 2, Section 2: PROGRAM PLAN QUESTIONS

D.1. In the RFP, there is no section for dispute resolution process or Fact Finding – like there has been for every prior RFP. Does that mean the Dept is planning on changing that policy process by the start of this contract or is it just not a pertinent response item since it should be fairly universal among agencies?

The Department has not changed the W-2 Fact Finding policy. It was decided that rather than having a lengthy response item related to Fact Finding, a guarantee was added in Form 11 that agencies will follow Fact Finding policy.

NEW 7/3/09

D.2. I don't see anything in the RFP about a Children's Service Network or a Community Steering Committee. Have those parts of the W-2 contract been dropped? In the Governor's Budget, the Children's Service Network and the Community Steering Committee were removed from the language. Form 11 references the CSC. (#19) What's the status?

Both the CSC and the CSN are statutory requirements and agencies are expected to comply with the requirements.

The Governor's original budget removed these requirements. However, the Joint Finance committee restored the CSC and CSN.

D.3. The Scenarios in Part 2, Section 2 seem subjective; how will they be scored?

There are objective criteria by which each scenario accumulates points. These criteria indicate that the expectations of the RFP have been addressed. The point values contribute to the overall score of the RFP Response.

D.4. Can volunteer experience be considered work experience?

If the volunteer experience site is designed to meet the requirements found in Chapter 9 of the W-2 Manual.

D.5. Regarding "post-employment services," please provide more specific information/examples.

See [Operations Memo 05-55](#).

D.6. Are there specific types/"brand names" of assessments required?

Agencies should follow W-2 policy, including directions given at the completion of the Barrier Screening Tool (BST) when determining what type of assessment is appropriate. New/enhanced screening and assessment policy will be released in the W-2 Manual this summer.

Updated 7/29/09

D.7. Will there be a limit to the number of assessments requested?

There are no limits to the number of assessments that can be requested. Need for assessment should be based on discussion between the caseworker and the participant.

D.8. If a participant is eligible and wants to attend technical college which agency would provide case management and benefits?

Whichever agency the participant is most appropriate to be placed with. The agency and the participant decide together the most appropriate assignment of activities which could include attendance at a technical college. However, state statutes require that W-2 participants enrolled in a two year technical college program follow strict requirements, including full-time enrollment in the technical college program, an additional 25 hours of work activities per week, and maintaining a 2.0 grade point average.

NEW 7/17/09

D.9. Are both the EAA and the WEA doing career assessments? If so, what are the differences?

The EAA may complete some initial career assessments, but in general the EAA only has the application timeframe to complete them. The WEA may need to complete more intensive ongoing career assessments once the case is transferred.

D.10. Is it the EAA's job to screen and assess an individual for services by the SSIA as well as have final say if a case should be transferred to another agency? Could you further explain the rights of the SSIA in accepting these referrals and filing applications if they disagree with the EAA's initial assessment?

Yes, it is the EAA's job to screen and assess an individual for services by the SSIA as well as have final say if a case should be transferred to another agency. If SSIA disagrees with the decision made by the EAA, the SSIA may submit an appeal to the Department for a final review.

NEW 7/23/09

D.11. Does the Department have the expectation that both the SSI/SSDI and EAA agencies will co-locate appropriate numbers of staff within each WEA regional office to serve the local population? Given that approximately 23% of benefits are allocated to these agencies, can it be assumed that these agencies will handle this same percentage of the caseload at any given time?

DCF expects the SSIA and EAA agencies to have adequate staff in each region to handle the demand. Preliminary benefits were allocated based on expected demand. DCF will monitor caseloads for all Milwaukee agencies and make adjustments as necessary.

D.12. How will DCF remedy a situation where the EAA and/or SSI/SSDI agencies do not adequately handle the caseload volume expected based on the allocation and the WEA's take on a greater portion of the provision of services and benefits?

DCF does not anticipate any agency not adequately handling their caseloads. All W-2 Contract Agencies are responsible for delivering W-2 and Related Program activities in accordance with the Department's policies and procedures per the W-2 and Related Programs Contract which will be signed by both the W-2 Contract Agency(s) and the Department.

Updated 7/29/09

E. Part 2, Section 2A: **BALANCE OF STATE PROGRAM PLAN QUESTIONS**

NEW 7/3/09

E.1. Will each agency be required to have a program element to assist participants in gaining SSI/SSDI?

Yes, each agency is required to provide assistance to W-2 participants in obtaining SSI/SSDI if they are determined to have a reasonable chance of obtaining these benefits. These services may be provided directly by the agency or through referral to an SSI/SSDI advocate or it could be sub-contracted.

NEW 7/17/09

E.2. Is Part Two, Section Two, Subsection A, 2.A.2.7 (b) saying that the W-2 agency is responsible for determining satisfactory progress in education and training? For example, can we, on a case-by-case basis, determine that completing a GED program within 3 months is an appropriate goal for one individual but that increasing the reading level by one grade is an appropriate goal for another? If so, when the individual's short-term goal is reached (as determined by acceptable testing tools, using the same test for pre and post testing) , the agency would code that activity as complete in order to have it counted as an Education Attainment for Performance Standards?

Yes, for employability planning purposes and activity assignment the agency should determine appropriate educational goals for each individual.

The Department will release a document indicating in detail what standardized test scores will equal an educational attainment for Basic Ed, Literacy Skills or English as a Second Language for performance standard purposes. The attainment will be recorded based on results of a pre and post test using the same testing tool. Participants who are in the GED or HSED activity will show a gain when the participant has passed one or more of the required tests during the time the activity is open. Participants who are in Job Skills Training will have a recorded attainment once the participant successfully completes Job Skills Training.

NEW 7/29/09

E.3. Regarding 2.A.4.2 Service Integration with Other Work Support Service Providers Summary.

Response item b) asks how agencies will identify and collaborate with community resources and programs. It specifically lists CAP Agencies and Refugee Employment and Training programs in the first two bullets. It then lists a variety of workforce support services under the third bullet including EITC, Adult literacy, etc.

Is it intended for agencies to address each of the services listed under the third bullet individually or is it acceptable to address them as a group?

The response should include specific information about planned collaboration with local partners. If your agency plans to collaborate with community resources and programs to address each of the services listed the response should describe how that will be done.

E.4. In the W-2 10-11 RFP it appears unclear how to address Child care eligibility as a related program. Please clarify.

Updated 7/29/09

Child Care Eligibility must be administered according to the Child Care Policy Manual (See <http://dcf.wisconsin.gov/childcare/wishares/manual.htm>). In addition, please see the answer to Question C.19.

F. Part 2, Section 2B: MILWAUKEE EAA PROGRAM PLAN QUESTIONS

NEW 7/3/09

F.1. Can you provide a list of assessments that the EAA is expected to provide.

For all W-2 applicants the EAA must conduct initial screening and assessment tailored to the needs of the individual. Screening and assessments that are required for all applicants include:

- informal assessment, including assessment of family related needs;
- job readiness assessment;
- educational needs assessment; and
- offer the Barrier Screening Tool (BS)

Additional assessments that may be provided as appropriate include:

- career assessment;
- formal assessment; and
- vocational evaluation, including assessment of functional capacity

F.2. Will the EAA be responsible for initial child care eligibility/authorization?

No. Effective January 1, 2010, the Wisconsin Department of Health Services will take over all aspects of eligibility determination for child care in Milwaukee County.

F.3. Will the EAA complete/administer vocational assessments?

The EAA will be responsible for obtaining vocational assessments when there is a need determined. These will most often be needed for participants who are appropriate for W-2 T placement.

NEW 7/10/09

F.4. Please confirm, the EAA is responsible for providing same day transportation and scheduling appointments with the WEA or SSIA FEP as needed for clients choosing open district services.

The EAA will have responsibility for providing (or paying for) needed transportation and scheduling needed appointments for applicants and participants until the case has been transferred to the WEA or SSIA. With regards to scheduling and conducting the initial face-to-face staffing that must include the participant, the EAA, and the WEA or SSIA, this topic will be covered as part of the Memorandum of Agreement process described on Form #11 (W-2 Program Guarantees) #33 .

F.5. What is the average number of applicants in Milwaukee County per week or per month?

The current Client Assistance for Re-employment and Economic Security (CARES) system does not track applications. DCF assumed the EAA would average 75 applications per day or 1,500 per month.

NEW 7/17/09

F.6. Is the EAA required to have more than one site?

Updated 7/29/09

EAA staff will need to have a presence in each region, which should include co-location with the WEA's.

G. Part 2, Section 2C: MILWAUKEE WEA PROGRAM PLAN QUESTIONS

NEW 7/3/09

G.1. Can the WEA also be the training provider?

The WEA can provide direct education and training to participants including customized skills training, adult basic education, literacy and ESL.

NEW 7/10/09

G.2. Does the service delivery model do away with the Refugee One-Stop delivery model in Milwaukee County?

The Department plans to work with successful WEA proposers to discuss the need for a Refugee One-Stop and, if necessary, identify the agency which will be the one-stop.

G.3. Is Refugee Assistance expected to be in all WEA offices or is it permissible to subcontract services to a specialized provider?

Subcontracts are permissible. The WEA is expected to develop and maintain a network of preferred providers with expertise in providing employment and training services to special populations including refugees.

G.4. What are the criteria for including a provider in the preferred provider network?

The providers need to have expertise in providing employment and training services to special populations, such as ex-offenders, refugees, and individuals who meet characteristics for W-2 T placement.

G.5. The WEA must have the capacity to serve families who reside throughout Milwaukee County. What is meant by capacity?

Capacity in this context relates to ability to provide services not to location. Given that the WEAs may be serving families who reside outside of their region, the agency should be knowledgeable about and able to make referrals for community-based services throughout Milwaukee. Also, the agency should have a thorough understanding of the labor market throughout Milwaukee so that the agency is able to assign activities that are appropriate to the local economy where the participant resides.

NEW 7/17/09

G.6. What are the limitations on placing a participant in a different W-2 placement after the EAA transfers the case to the WEA or SSIA agency?

There are no limitations on the SSIA and the WEA making placement changes. With regard to participants at the SSIA, if the participant is no longer appropriate for SSI advocacy, the case would be transferred to the appropriate WEA.

H. Part 2, Section 2D: MILWAUKEE SSIA PROGRAM PLAN QUESTIONS

NEW 7/3/09

Updated 7/29/09

H.1. Employability Plans and SSI/SSDI can be confusing and confuse focus?

The W-2 activity plan is called an Employability Plan (EP). That terminology may be confusing to some if not explained.

H.2. Is there an opportunity to provide transitional services to W-2 participants found eligible for SSI/SSDI?

Yes, up until the time the individuals begin receiving SSI/SSDI. An individual receiving SSI or SSDI is not eligible for W-2 services. Therefore, the SSIA must help the individual identify resources that will address personal and family related needs prior to the individual receiving SSI/SSDI. This includes the development of a transition plan. This may be after the individual is determined eligible for SSI/SSDI, but has not yet begun receiving the benefit.

NEW 7/23/09

H.3. Based upon the numbers listed in this RFP, the budget for the SSI/SSDI agency has increased significantly from the last contract term. How has the scope of work changed since the last contract term and are there different expectations for this agency under the new service delivery system? Is the expectation that this agency will be less restrictive in the acceptance of cases under the new model?

The preliminary budget for the SSIA is based on an expected increased caseload for the SSIA compared to the current contract. In the 2010-2011 contract, the SSIA functions as the sole provider of W-2 case management, case benefits and services for W-2 participants who are determined to have a reasonable chance of obtaining SSI/SSDI as determined by the EAA. The SSIA is expected to provide a full range of services for the W-2 participants it serves.

H.4. Could you provide workload figures for all geographic regions for the following items in relation to the figures shown in Appendix E:

- **#of referrals to the SSI/SSDI Advocacy Agency per region**
- **# of applications filed by the SSI/SSDI Advocacy Agency per region**
- **# of hearings attended by SSI/SSDI Advocacy Agency per region**

The total number of individuals transferred from W-2 agencies in Milwaukee to the SSI Advocacy Office in 2008 was 306. The breakdown of transfers by regions is not available at this time.

The total number of W-2 individuals in Milwaukee that had their SSI/SSDI application filed by the SSI Advocacy Office in 2008 was 797. All other SSI applications by these individuals were done prior to being in W-2 and/or prior to being transferred to the SSI Advocacy Office. The breakdown of applications by region is not available at this time.

The total number of W-2 individuals in Milwaukee that had SSA application hearings attended by the SSI Advocacy Office for 2008 was 1,105. There may be more than one hearing per individual SSI application.

NEW 7/29/09

H.5. In H.4, is the term transferred the same as referral?

Yes, in this context transferred and referred have the same meaning.

H.6. It appears there is a disconnect between the number of individuals transferred (306) and the number of applications filed (797) in your response to questions H.4. If we understand these two populations correctly, we would expect that the

individuals transferred would be greater than or equal to the number of applications filed? Can you please explain what each of these populations are?
The number of individuals transferred does not equal the number of applications because currently not all SSI applicants are in the SSI Advocacy Office. The number of SSI applications reflects the number of all Milwaukee SSI applications, regardless of what office the W-2 participant is in. The number of individuals transferred are those transferred to the SSIA.

H.7. The number of social security hearings attended by the SSIA in 2008 of 1,105 point toward a large pending workload held by the existing contractor. Could you tell us what the transitioning caseload from existing vendors will be? How many participants have "other representation?"

As of 7/28/09 there were 221 cases with the current SSIA. In addition, 322 participants are receiving SSI Advocacy Services from one of the Milwaukee Case Management Agencies (CMAs). The SSIA caseload as of 01/01/10 will immediately go to the proposer agency awarded the 2010-11 SSIA contract. All other Milwaukee cases receiving SSI Advocacy services will be assessed to determine whether they are appropriate for transfer to the SSIA. We do not capture data on "other representation".

H.8. What is the state using as the expected SSIA caseload for 2010 and 2011? This caseload information is important to us as we develop our complete staffing model and budget.

DCF does not have an expected Milwaukee SSIA caseload for 2010 and 2011. On 01/01/10 the existing SSIA caseload will be the responsibility of the organization who successfully bid for the SSIA contract. The caseload will change as individuals are approved for SSI/SSDI and new individuals are transferred to the SSIA.

I. Part 2, Section 3: BUDGET RELATED QUESTIONS

NEW 7/10/09

I.1. There are no provisions in the RFP response section to discuss child care eligibility administration. How are we supposed to address this in the budget section? If we plan to contract out for that specific function, where and when do we address that?

Child Care Eligibility is a W-2 Related Program and budgeted costs for this function should not be included in the W-2 Base Contract Budget. Plans to subcontract this service should be included in your response item for Part Two, Section One: Management and Financial Accountability, 1.10 (b) Subcontracts and/or Purchase of Services.

J. Appendix A: ALLOCATIONS QUESTIONS

J.1. Is the allocation for the W-2 RFP a 2 year allocation or one year?

The preliminary allocations are listed in Appendix A of the W-2 RFP and are for a two year time period – 1/1/2010 through 12/31/2011.

J.2. Do the Child Care (CC) Eligibility Allocations include the CC funding we currently receive under the CC Admin & Operations Contract (CORE Contract Code 0852) and, if not, can we expect to receive additional child care funding?

The 2010-11 Child Care (CC) Eligibility Allocations by County chart are the preliminary funding amounts by county for determining CC eligibility which is currently a

Updated 7/29/09

requirement of the W-2 agencies. This funding has always been included in the W-2 Base Services allocations and is being pulled out and allocated separately for the first time with the 2010-11 W-2 & Related Programs contract. The 2010-11 CC Eligibility Allocations by County do not include any funding for the administration of the CC subsidy program which is used for determining authorizations, certifying CC providers, etc. Decisions on funding for the Administration of the CC subsidy program will be based on what is passed in the 2009-2011 Biennial Budget.

J.3. Please explain procedures for payment of services under this contract. What portion of the base allocations will be paid directly to the contracted agency?

The W-2 and Related Programs contract is a cost-reimbursement contract. Agencies will report actual allowable expenditures on an expenditure report form and will be reimbursed for those expenditures up to the agency's contract cap limit. There is a contract cap for each of the three funding streams: Administration, Services and Benefits. Benefit funding is used to pay cash benefits to participants and agencies are reimbursed for their actual administration and service expenditures.

NEW 7/10/09

J.4. Is Admin now capped at 13% instead of 15% for Balance of State (BOS) Agencies?

For the 2010-11 Contract, Admin funding was reduced to the current statewide spending level which translates to 13% of total contract allocations for BOS agencies. 100% of the Admin funding received in the Biennial Budget will be allocated out to agencies as Admin at the onset of the 2010-11 Contract. In other words, none of the Admin funding will initially be allocated to Services or Benefits but agencies may request funding transfers during the contract period. Therefore, agencies should not plan on any adjustments that would have the effect of increasing the dollar amount of their contract allocations for administration; however, DCF may consider requests for adjustments on a case-by-case basis. Adjustments, if any, will be dependent on agency justification of need, and whether or not the adjustment would bring the Statewide Admin Allocations over the budgeted level of \$16,494,000 which could require Department of Administration (DOA) Approval. We will still keep the Admin Cap percentage for BOS Agencies at 15% of total allowable costs. Whether or not there will be a need for additional Admin funding beyond what has already been allocated and whether additional funds will be available to award, such as unexpended funds allocated for new agency start-up costs, under spending in other programs or contracts, or approval by the legislature for expenditure of additional federal funds made available to Wisconsin, cannot be anticipated at this point.

J.5. Are we able to transfer funding between Admin, Services and Benefits?

Agencies will be able to request transfers of funding from Administration to Services and/or Benefits or between Services and Benefits once each calendar quarter through their Regional Administrators (RA). Agencies will be expected to submit a justification for their transfer request which will be reviewed by their RA. The transfer request and the RA's recommendation will be submitted to the Division of Family and Economic Security (DFES) Administrator's Office for approval. All approved transfer requests will be processed the month after the end of each calendar quarter.

NEW 7/17/09

J.6. When do you anticipate final allocation of budgets will be made available?

DCF expects to issue the final allocation with the contract on October 1, 2009.

Updated 7/29/09

J.7. What is the amount of funding provided to DHS for Child Care Eligibility?
As stated in Appendix A, Page 3, the Preliminary 2010-11 Child Care (CC) Eligibility allocations for determining CC Eligibility in Milwaukee County is \$3.2 Million.

J.8. Will DCF provide written assurance that the amount of benefits each agency spends will be adequate? Will each agency be made whole as it relates to benefits?

While DCF cannot provide assurance that the amount of benefits funding allocated to each geographic area will be adequate. We will continue, as we have in past contracts, to make every effort to make agencies whole for all benefit expenditures through contract adjustments between agencies and/or through additional funding requests approved by the legislature.

J.9. Are we to assume if we have a subcontract for Childcare eligibility that this is the amount (Appendix A) obligated to the subcontracted agency to provide those services or does the W2 contractor still have the right to negotiate the amount which could be substantially lower and not consistent across counties?

Subcontractors are not to assume that the amounts listed in the Preliminary 2010-11 Child Care (CC) Eligibility Allocations by County chart (Appendix A, pp. 7-8) will be the amount of the subcontract, if one is issued, between the 2010-11 W-2 Contract Agency and the provider subcontracted to perform CC Eligibility for a specific geographic area. The W-2 Contract Agency is required to follow the procurement policies and procedures governing its agency, and to be consistent with the Department's Policies and Procedures. (See Admin Memo 06-10, <http://dcf.wisconsin.gov/memos/06010.htm>).

J.10. Do the W-2 Agencies need to use the Childcare allocation just for childcare related staff and services? Or, can we roll it into our W-2 allocation to use to run the W-2 and related contracts program (like we did before)?

The Child Care (CC) Eligibility Allocation (Appendix A, p.7-8) is only for CC Eligibility costs. In previous contracts CC Eligibility and W-2 funding were combined into one contract allocation but all CC Eligibility expenditures were reported separately so that CC funds were used to cover CC Eligibility costs and W-2 funds were used to cover W-2 costs. The W-2 Base Contract allocation will be available to fund W-2 expenditures and the CC Eligibility allocation will be available to fund CC Eligibility expenditures. These two funding streams cannot be combined.

NEW 7/23/09

J.11. Will there be some process to evaluate and adjust the benefit funding levels of the EAA (up or down) since this is a new model and uncertainty exists with the assumed caseload levels of the EAA?

Yes, the Department will be monitoring the caseload levels and benefit expenditures on a monthly basis. However, a formal adjustment process has not yet been developed. We envision open communication with the awarded agencies to discuss caseload levels and related expenditures and working with the awarded agencies to develop an ongoing process which may involve funding adjustments.

J.12. Do you anticipate that the new EAA structure will increase WEA caseloads/benefit levels?

There are a number of factors, for example the economy, which can contribute to the size of the W-2 caseload. We do not know whether the EAA structure will affect the WEA caseload. We do expect the W-2 agencies to serve all families who request services, meet eligibility requirements and participate in the program.

Updated 7/29/09

J.13. How will participant choice impact service and benefit dollars?

It is unknown at this time if participant choice will have an impact on the assumed caseload levels used in developing the Milwaukee agency's services and benefits allocations. DCF will be monitoring the caseload levels and related expenditures on a monthly basis. We envision open communication with the awarded agencies to discuss caseload levels and related expenditures and working with the awarded agencies to develop an ongoing process which may involve funding adjustments.

J.14. We would like to ask for clarification regarding allocations based on monthly paid caseload of 7,885 (Appendix A). We have found on the RFP website under Caseload Data that the SSIA in Milwaukee County showed a caseload size of 512 unduplicated participants for 2008. Is it correct to conclude that an average monthly participant caseload managed by the Milwaukee SSIA W-2 agency is roughly 500 participants?

The Preliminary 2010-11 W-2 and Related Programs Base Contract Allocations (Appendix A, pp. 4-6) were not based on a monthly paid caseload of 7,885. DCF used the twelve month caseload averages from June 2008 through May 2009 for the 2010-11 Preliminary allocations by geographic area. The complete allocation methodology can be found in Appendix A, pp. 1-3. The preliminary budget for the SSIA is based on an expected increased caseload compared to the current contract. In the 2010-11 contract, the SSIA functions as the sole provider of W-2 case management, case benefits and services for W-2 participants who are determined to have a reasonable chance of obtaining SSI/SSDI as determined by the EAA.

NEW 7/29/09

J.15. How will the Child Care Eligibility allocation be distributed to county consortiums?

The W-2 base and related programs allocations, including Child Care eligibility allocations, will be contracted to the lead agency of the consortium.

K. Appendix B: PERFORMANCE STANDARDS QUESTIONS

NEW 7/3/09

K.1. Through what means (CARES reports or otherwise) will agencies be able to check performance regularly to see where they rank according to the new ranking scale?

Newly created Webi reports will be available monthly to assist agencies in monitoring their caseloads.

NEW 7/17/09

K.2. How may the Contractor present relevant facts to facilitate a fast and fully informed determination with respect to whether they have satisfied performance measures? The expeditious resolution of contractual concerns by the State will be easier and more effective with specific response deadlines.

The Department will maintain reports to determine if an agency has met the required performance level. If an agency does not agree with the Departments findings they may file an adjustment within 30 days of the negative finding (operations memo 04-48)

- K.3. Retention measures the percentage of all participants who are still employed three months after job start. Methods to confirm continued employment may vary and will be developed with contract agencies after all agencies have been selected. Please define continued employment.**

This will be further defined as the selection criteria for Retention is further defined.

- K.4. Educational attainment measures the percentage of unduplicated participants who achieve a skills increase. Gains for JS are entered when JS is successfully completed with and recorded with an "A" in CARES. Does a recorded "N" in CARES because the JS obtained employment remove the case from the measure or the denominator?**

No, there will be no closure codes for Educational Attainment that remove an individual from the denominator.

- K.5. Educational attainment measures the percentage of unduplicated participants who achieve a skills increase. Gains for JS are entered when JS is successfully completed with and recorded with an "A" in CARES. Does a recorded "T" in CARES because of case Transfer remove the case from the measure or the denominator?**

No, there will be no closure codes for Educational Attainment that remove an individual from the denominator.

- K.6. Informal Assessment – must have an informal assessment completed and documented on WPED within 7 calendar days before or after the date the new W-2 placement begins. Currently, agencies have 30 days to complete an informal assessment due to placement change. Is it the intent to change the timeline to 7 days?**

W-2 policy has always required that informal assessments be completed prior to any placement change. The intent of shortening the timeline from 30 days to 7 was to more closely align to W-2 policy.

- K.7. Informal Assessment – must have an informal assessment completed and documented on WPED within 7 calendar days before or after the date the new W-2 placement begins. If agencies have 7 days, instead of 30, to complete an informal assessment due to placement change, will the frequency of exception reports related to informal assessment on CARES be changed as well, e.g. twice per week?**

We have no plans to change exception reports to biweekly. Agencies are being given 7 additional days to enter assessment results in CARES beyond what W-2 policy allows.

- K.8. The percentage of participants who have an entered employment and receive CMF services for a minimum of 12 months... Are there any exclusion provisions? For example, the case is returned to a paid placement, if a JS has multiple CMF placement episodes how is the minimum 12 month period affected?**

Participants who are placed in CMF and who return (with no break in services) to a paid placement in W-2 within 12 months will be removed from the denominator.

L. Appendix C: MILWAUKEE REGIONS QUESTIONS

M. Appendix D: AREAS OPEN FOR COMPETITION QUESTIONS

Updated 7/29/09

N. Appendix E: CASELOAD QUESTIONS

O. Appendix F: ACRONYM OR DEFINITION QUESTIONS

P. Appendix G: 2006-2009 CONTRACT QUESTIONS

NEW 7/10/09

P.1. Will a draft 2010-11 contract be posted prior to proposal due date?

We do not anticipate having the 2010-11 contract completed prior to the proposal due date. We expect to release it before the end of August 2009.

P.2. Would the Department agree to limit the Contractor's liability to the Contractor's revenue from the Agreement?

No.

Q. Appendix H: MILWAUKEE CO. PARTICIPANT FLOW QUESTIONS

R. Forms: FORMS QUESTIONS

R.1. Form 9. Disclosure of Lobbying Activities

Please explain how we should complete the details of the Lobbying Disclosure form if we do not have a lobbyist? It seems to be only set up to answer if we do have a lobbyist.

There is no need to complete the form if you do not have lobbying activities to disclose. Just sign the form.

NEW 7/17/09

R.2. How can agencies provide W-2 fraud prevention, investigation, and prosecution? If and how will DHS address W-2 fraud issue? What sort of collaboration is recommended?

W-2 agencies can provide W-2 fraud functions through their agency or subcontract to another agency. W-2 agencies will be required to complete a fraud plan.

R.3. Part One, Section One, Subpart 5.9.2 – Transition Plan (pg 1-23) references Form 10 of this RFP. When is the appropriate time to submit this form, if an agency has questions about specific cases? Is it only after contract award, or at any time during the RFP process? It appears from the language of the form that it would be submitted during proposal production.

The agency is to use this form if information on cases is need for the purpose of submitting a proposal. If an organization determines it needs case information to develop their proposal the form should be submitted during proposal production.

R.4. Would the Department agree that neither party will be liable for special, indirect, incidental, consequential, punitive, or exemplary damages (including loss of profits, loss of revenue, or loss of good will) for any claim, whether based on warranty, contract, tort (including negligence), strict liability, or otherwise, even if the party has been advised of the possibility of such damages?

Updated 7/29/09

No. We anticipate using the same contract language as was used in the 2006-2009 W-2 and Related Programs Contract.

R.5. Would the Department clarify that the State will not own Contractor's proprietary standard operating procedures?

Yes. The Department will consider on a case by case basis a request that the State does not own a proposer's (and a W-2 Contract Agency's and any level of a subcontractor's) operating procedures. This consideration by the Department will depend on the specifics of the situation. The Department does not agree in advance of such case by case consideration of a proposer's submittal of the Designation of Confidential and Proprietary Information form that a proposer's (or a W-2 Contract Agency's or any level of a subcontractor's) operating procedures will be considered not owned by the State i.e. considered to be confidential and proprietary information.

NEW 7/23/09

R.6. As bidders are we required to include signed copies of the addendum to the RFP with our responses? If so, are they included in the 100 page limit?

No, bidders are not required to include signed copies of the addendum to the RFP.

R.7. Should all forms be included in the body of the Proposal or as an appendix?

See Answer to question A.39.

R.8. Form #12, Statement of Economic Interest, indicates that the information supplied should be sent to Mahmud Safavi. This involves quit a lot of information. Can this be sent under separate cover and not included in the plan/proposal? By numbering the form sequentially, it would seem to be included in the whole plan/proposal package.

Form #12 does not need to be completed at this time. The only response required at this time is to include a \$50.00 check for the proposal filing fee. Because the information requested on the form is also part of the financial disclosure response information requested in RFP response items 1.8 through 1.10., it is not necessary to fill out the form at this time.

R.9. The EAA is responsible for performing a determination of eligibility for W-2. Please clarify how the WEA will be assured that all required eligibility documentation has been collected by the EAA in making the determination? [Form #11 (W-2 Program Guarantees) #33].

Within 90 days of the date of the Notice of Intent to Award Contract letter, the EAA and the WEA for each Milwaukee W-2 region will work jointly with the Department to develop a memorandum of agreement (MOA) that lays out each agency's responsibilities. The topic of conducting eligibility and gathering needed eligibility verification will be covered as part of that MOA process.

S. Miscellaneous: MISCELLANEOUS QUESTIONS

NEW 7/23/09

S.1. Will onsite IT support be needed at any or all of the regional sites?

Selected W-2 agencies are required to have the necessary onsite IT support their staff need to provide the services outlined in the RFP.

Updated 7/29/09

S.2. Please indicate the telephony services required (i.e. voice mail, automatic call distribution [ACD], integrated voice response [IVR], etc.).

Selected W-2 agencies are required to have IT and phone systems that support the services outlined in the RFP.

S.3. Please provide the number and types of staff to be supported.

The proposer agency is responsible for determining the number and type of staff needed to provide the services outlined in the RFP. Selected agencies are responsible for providing support for their program staff.