

RFP - Unemployment Insurance (UI) Claimant Informational Messages Questions and Answers

RFP Questions	
1	The RFP notes (on page 1) that four or five states will be identified by CESER to supply staff to serve as subject matter experts for the vendor on this project. a. Have these sample states been determined yet, and can this information be shared at this time? b. How many staff are anticipated to serve from each state, and from what job categories will these staff be selected?
2	Are the 4-5 partner states already identified? If not already identified, who will select the partner states, and when? If the states are not already identified, are there any states that are of strong interest to NASWA? Why?
3	RFP Section 4.1.1) on page 10 instructs offerors to follow the response outline in "Section 1.5.2," however, there is no Section 1.5.2. Is the outline to be as shown in the table at Section 4.2?
4	p. 10, Section 4.1, item 1, RFP Question: Item 1 references the respondent should follow the outline in Section 1.5.2. There is not a section 1.5.2 in the RFP document or the Statement of Work attachment. However, there is a Required Response Outline in Section 4.2 (p.10) and an outline contained in Section 4.3 (p.11), Evaluation Criteria. Please clarify the outline that should be followed and the section where it is contained.
5	RFP Section 4.2 shows Pricing as Proposal Section 4, but RFP Section 4.3.4)d lists a Cost Summary as part of the Solution discussion (which would be in Proposal Section 2, per RFP Section 4.2). Will NASWA please clarify where in the proposal price and cost information is to appear?
6	Section 4.2 of the RFP, Required Response Outline , also notes that the 4th section of vendor proposals should provide a "Response to Section 4." Since the required title for this section is "Pricing," should this instead read as a "Response to Section 7" since Section 7 deals specifically with proposed costs?
7	RFP, Section 4.3.4)b) – The evaluation section references functional and non-functional deliverables. What is the difference and can examples be provided?
8	RFP Section 4.3.4)d) , Cost Summary asks for: i. Itemized breakdown of all direct and indirect costs; FTE's by skill set needed for the project; and Hourly rate and the total hours by skill set. RFP Section 7 states: "The vendor shall provide the itemized cost for each deliverable specified in Attachment A, together with a breakdown of the costs for the staffing resources proposed by skill set and hours per skill set. The vendor shall also provide cost and staffing breakdown for any alternative or additional deliverables proposed." Will NASWA please clarify if cost breakdowns of rates and hours are to be provided both globally and by deliverable, or by deliverables only?
9	RFP Section 6 states "Vendors should address the CESER-ITSC Fixed Price Terms and Conditions for Professional Services shown in Attachment B." The Response Outline in RFP Section 4.2 asks for Proposal Section 3 to be a response to Attachment B. Since Attachment B does not contain any "fill-in" information for the offeror to complete, will a simple statement acknowledging acceptance of the terms and conditions satisfy the requirement, or must a copy of Attachment B be included in the proposal?

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Statement of Work Questions		
10 p. 1, Section 2, Attachment A – Statement of Work Question: In reference to the 2 stated goals of the project. How will successful completion of these goals be measured? Will there be a qualitative measure of the vendor's success?	Section 7 of the RFP reads: "Vendor price proposal shall be for a fixed price deliverables based contract. The price quoted shall be all-inclusive. Finalized project deliverables, deliverables acceptance criteria and payment schedule shall be agreed to with the selected vendor upon contract award." Vendor should list all assumptions upon which their deliverables and deliverable pricings are based.	
11 p.1, Section 2, Attachment A – Statement of Work Question: On the part of the Vendor will there be follow up required during the measurement period prior to the conclusion of the project?	Answer to this question covered by answer to #2, above.	
12 p.4-5, Section 3, Attachment A- Statement of Work Question: Will there be any type of continued maintenance on the part of the Vendor for the messages produced?	If there is a need for this requested by one or more partner states, the ITSC will assess at that time.	
13 p. 1-6, Section 3, Attachment A– Statement of Work Question: Several states have a separation between workforce centers and UI Benefit Programs. Could the selected vendor potentially have more than one agency contact that they are dealing with in one given state?	No, vendor shall have one agency contact per state.	
14 p. 1-6, Section 3, Attachment A- Statement of Work Question: Will the Unemployment Insurance SME's be experts in the 2 following areas: 1) Benefit payment control 2) Reemployment services.	Appropriate SMEs will be available to the project depending upon the message content required by partner states.	
15 p. 1-3, Section 3, Attachment A- Statement of Work Question: Will the Claimant SME's that the vendor will be working with be identified and provided to the vendor?	The vendor will only have access to SMEs through a single agency contact per state, and in formal project meetings.	
16 SOW Section 3, page 1: Does CESER-ITSC anticipate identifying the 4 or 5 participating SWAs by the time of the contract award?	No, not necessarily prior to contract award, but needed prior to work starting.	
17 SOW Section 3, Task 1 – How many SMEs are expected to participate from the state and are expected meetings to be virtual or in person? What costs for these meetings are to be included in vendor estimates? Of primary concern is whether the states or ITSC will pay for state SME travel costs or the vendor is to include these in estimates?	All meetings will be virtual. We do not expect the vendor to include any costs for travel by State SMEs. However, if vendor proposed travel for their own staff in the creation of any deliverables, the vendor needs to itemize that in their proposal.	
18 SOW Section 3, Task 1 – Does ITSC expect the claimant survey to be administered to individuals in the 4-5 states expected to participate or will this be a national survey?	The survey will be administered to individuals in the partner states. This is not a national survey. The vendor will work with the partner states to conduct the survey.	
19 SOW Section 3, Task 1 – Does ITSC have an estimated number of claimants it expects to be surveyed?	To be determined by the partner states.	
20 SOW Section 3, Task 1 – Does this claimant survey have to be approved by OMB as part of the Paperwork Reduction Act rules?	This is not an official federal survey. It is a survey conducted by the states, and does not need to be approved by OMB as part of the Paperwork Reduction Act rules.	
21 SOW Section 3, Task 1 – Does ITSC expect the contractor to develop and administer this survey?	The vendor will develop the survey under state direction, and the states will administer. Vendor will be responsible for collating and analyzing all results.	
22 SOW Section 3, Task 1 – Does ITSC expect to survey both previous claimants as well as current claimant? If so, how far back in time are previous claimants to be identified?	No, only previous claimants will be surveyed. Partner states will determine how far back in time to go.	
23 SOW Section 3, Task 4 – Mention is made that ITSC will record the webinars but it is not clear who will host them. Will ITSC host the webinars or is this a vendor responsibility?	ITSC will host the webinars, and the recordings of these.	
24 SOW Section 3, general – Will NASWA/CESER/ITSC please define the acceptance criteria for deliverables under each task?	Section 7 of the RFP reads: "Vendor price proposal shall be for a fixed price deliverables based contract. The price quoted shall be all-inclusive. Finalized project deliverables, deliverables acceptance criteria and payment schedule shall be agreed to with the selected vendor upon contract award." Vendor should list all assumptions upon which their deliverables and deliverable pricings are based.	

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General Terms & Conditions Questions		
25	<p>Section 18 (Limitation of Liability) in Attachment B "Notwithstanding any other provision of the Agreement, under no circumstances shall the liability of CESER to the Contractor exceed to the total amount of compensation to be paid to the Contractor."</p> <p>Section 18 (Limitation of Liability) provides for a limitation of liability for CESER but is silent with respect to the contractor's liability. It is standard in our industry for a limitation of liability provision also to apply to the contractor's liability. Will NASWA and CESER-ITSC entertain an appropriate limitation of liability for the contractor?</p>	The Vendor liability is limited to the contract price.

Other Questions		
26	Has a project budget been established and can this information be shared at this time?	The project budget will not be shared with potential bidders.
27	Will the contractor be provided a list of claimants to survey? Or does the contractor screen for people who are currently / have recently been unemployed? Are there any other specific parameters for claimants to qualify for the study? Are there any subgroups that should be called out in the study?	Successful vendor will work with partner states to determine the answers to these questions.
28	Is there any original research on awareness of unemployment services that NASWA already conducted?	No.
29	What tools or services does NASWA currently provide state unemployment agencies? What have they provided historically?	Not applicable for this RFP. Please refer to www.itsc.org and www.naswa.org for general organization information.
30	Would the toolkit include templates for the individual states to fill in state-specific information?	The RFP does not use the term 'toolkit'. The messages should be generic so that all states can use them without modification. However, vendors are free to suggest the ability for state specific modifications to messages, as an additional option.
31	Would toolkit items indicate NASWA involvement, or include the NASWA logo? What is the relationship between NASWA and state unemployment offices – is NASWA strictly there to support and augment state services, or does NASWA want recognition or co-ownership of projects?	NASWA and CESER-ITSC require no recognition. The NASWA and CESER-ITSC organizations exist to support the states and USDOL. This project is funded by USDOL. USDOL shall own all deliverables and intellectual property rights from this project.
32	Does NASWA have a strategic plan that can be shared?	No.