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| Q # | RFP Section | RFP Page | Question/Rationale | Department Answer |
| Q1 |  |  | Can you disclose where ETF is at for volume/spend with the current vendors for the past 4 years? If so, what would that be? | Approximately 60 positions have been filled over the course of the current contract for a cost of $2,577,708.92. |
| Q2 |  |  | What is the projected volume for the upcoming contracted period, starting July 1, 2020? | ETF expects the volume to remain steady, although ETF cannot guarantee to purchase any number of positions or spend any dollar amount, per 1.12 No Obligation to Contract |
| Q3 | 4.19 | 21 | Can you provide an example of a candidate error that would require correcting? How many times has this happened in the last 4 years? | It hasn’t happened. An example of an error would be a calculation mistake that caused a retirement estimate to be incorrect or a member to be denied/given benefits in error. |
| Q4 | Appendix 7 |  | According to Appendix 7, there are consultants currently in these roles, therefore, would you be looking to move them from one contractor to the other? Or would you look for a completely new candidate? | ETF is looking to maintain continuity, which may occur a variety of ways. ETF may or may not require an awarded proposer’s assistance with this. |
| Q5 | Appendix 7 |  | According to Appendix 7, there are numerous positions already filled, therefore, will the number of positions available be the same or are you looking to add more consultants depending on the specific job and current needs? | There may be more positions or less as the contract progresses, depending on the agency’s needs and resources. |

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| Q6 |  |  | Can you please provide copies of the submitted invoices from the three vendors chosen from the beginning of the contracts to the most recent?  22nd Century Technologies  Premier Staffing Source, Inc  TeamSoft Inc | Examples will be posted on ETF’s public website at the same time these answers are. |
| Q7 | Appendix 7 | Item 7.1, 7.2, 7.3, 7.4 | Are the amounts listed as current contractor pay ranges considered actual pay rate ranges, or are they bill rate ranges? | They are the range of what ETF pays the staffing company for the Positions in the Job Category. |
| Q8 | Appendix 7 | Item 7.5 | It is understood that the "other positions as needed" are unknown and not necessarily anticipated, however, can you provide examples for the last contract period of the types of jobs that fell into this category? This will help to determine pricing levels. | ETF generally uses Other Positions as Needed where ETF’s target bill rate on a specific Position Request exceeds the Maximum Bill Rate for all other Job Categories besides Other Positions as Needed. Note: The amount on the Appendix 8 – Cost Proposal for Other Positions as Needed won’t figure into the cost score, so high hourly rates for Other Positions as Needed will NOT hurt your overall score. Rather, they will provide ETF maximum flexibility to structure new positions to meet agency needs. |
| Q9 | Appendix 7 | Item 7.1, 7.2, 7.3, 7.4 | Please provide us with a breakdown of the percentage of positions in each category that were filled at the low, mid, and high end of the contractor pay ranges provided within the last contract period? | ETF has issued Position Requests at the top of every range listed, and is only calling for one hourly rate per Job Category on the Cost Proposal. Note: The Maximum Bill Rate for a Job Category needs to cover the most expensive Position in the Job Category – not be an average or a weighted average of all Positions. Staffing service companies must bid into any given Position Request at an hourly rate at or below their Maximum Bill Rate for the Job Category, as presented on their Cost Proposal. |
| Q10 | 3.4 | 15 | Is the evaluation criteria for "Job Categories and Positions" simply based on the number of categories that cost proposals are provided for? | No. See Section 7 and Appendix 6. Expertise and success placing candidates in a particular Job Category (proven and demonstrated success placing accountants, for example, or benefits specialists) and flexibility related to requirements that are not pre-defined for each Job Category will also be scored. |
| Q11 | 4.12 and Appendix 9 | 20 and 7.0 | Is the background check performed by ETF or by the staffing company? What types of searches are conducted? What is the pass/fail criteria? Appendix 9 seems to indicate that the staffing firm conducts the background check, while section 4.12 indicates that ETF conducts the check. Please clarify. | ETF will perform background checks per 4.12.  In addition, the staffing company will be expected to perform background checks, if requested on the Position Request, in conformance to Appendix 9 - 7.0 Criminal Background Verification. |
| Q12 | 4.19 | 21 | Please provide data of how often a staffing company needed to provide a candidate free-of-charge to correct any prior candidates' errors, and the duration of those events within the last contract period. Please provide examples of the types of errors that warranted such action. | See Q3 and Department Answer |
| Q13 | 4.19 | 21 | Regarding the requirement to provide a candidate free-of-charge to correct any prior candidates' errors, we assume that the contractors are actively supervised, and their work is reviewed regularly while on the job. Please confirm this is accurate. | Workers are assigned a manager at ETF. Staffing companies are expected to conduct reviews of their worker’s work, per Appendix 5, and consult the manager on those reviews. |
| Q14 | 4.21 | 21 | Please provide data of how much over-time was performed during the last contract period. It is important to understand volume, considering that all hours, including over-time hours shall be billed at one rate that is at or below the Maximum Bill Rate. | In general, workers are on a 40-hour per week schedule, or a schedule that averages out to 40 hours per week or less. With their manager’s approval, they may work more some weeks and less in others and take time off as needed.  Times when ETF requires a worker to work more than 40 hours per week are few and far-between.  Occasional overtime may be required. ETF will let the staffing company know the start, end, and maximum number of hours. It’s Your Choice season is one example, but it only lasts a few weeks.  A regular schedule over 40 hours/week will be approved by the staffing company. There has been only one position in recent memory where the worker’s actual regular schedule was more than 40 hours per week over a longer period than a few weeks. ETF would make the staffing company aware of such a need on the Position Request or when it arises. |
| Q15 | 1.1 | 3 | Please provide the annual spend under the current staffing contract, ETE0015. | Calendar Year 2019 was $1,195,464.57. |
| Q16 | 1.1 | 3 | Please provide a breakdown of the amount paid in total to each contractor in the current staffing contract, ETE0015. | 22nd:  $270,907.70  Premier:  $803,121.77  TeamSoft:  $1,503,679.45 |
| Q17 | 4.10 | 19/20 | Please provide data within last contract period for number of times a candidate quit or was let go prior to 6 months on an engagement that is expected to last 6 or more months, and the staffing company was responsible for providing up to first 3 weeks of service at no cost so that ETF could train the replacement. | ETF is now withdrawing this term. The updated term reads:  **4.10 Notice of Personnel Leaving**  Should any of the staffing company’s workers leave before they complete required duties or the engagement end-date, staffing company will provide a written notice ten (10) working days in advance to ETF. ETF will determine if a replacement candidate is desired from the staffing company or if a new posting will be conducted allowing all staffing companies to participate. |
| Q18 | Appendix 8 | Lot 2 | The Long-Term Assistant Job Category is very broad with many positions serving many different departments. We anticipate the pay range varying greatly between these departments. Can you please break this category down into separate pricing categories and provide estimated quantity needed for the upcoming contract term? | No. The Job Categories exist to simplify contract administration and not have more rates to administer than are useful for ETF’s needs and volume. |
| Q19 | 4.10 | 19/20 | Employees leave jobs for a wide range of reasons, most of which are out of control of the staffing firm or ETF. If an employee leaves prior to 6 months on an engagement that is expected to last 6 or more months for reasons that are beyond the control of the staffing firm, why would ETF penalize the staffing firm for this by requiring up to 3 weeks of service at no cost? We certainly understand this clause if this leave was due to the staffing firm reassigning that employee to another client, but for many cases this does not seem reasonable. | ETF is now withdrawing this term. The updated term reads:  **4.10 Notice of Personnel Leaving**  Should any of the staffing company’s workers leave before they complete required duties or the engagement end-date, staffing company will provide a written notice ten (10) working days in advance to ETF. ETF will determine if a replacement candidate is desired from the staffing company or if a new posting will be conducted allowing all staffing companies to participate. |

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| Q20 | Section 4 | 21-22 | Is ETF open to a cap on the reworks as this is for Staff Augmentation and the ETF Manager is providing oversight of work product and approving supplier resources’ time on a weekly basis in connection with the work product delivered? | No. |
| Q21 | Appendix-9: Section 7 | 3 | Link provided does not work, can ETF provide this document? | Yes – at the same time we provide these answers. |
| Q22 | Appendix-9: Section 12 | 4 | Would ETF be open to a limitations of liquidated damages clause? | ETF may be willing to negotiate any reasonable changes to liquidated damages. Proposers should include any assumptions or exceptions to terms not listed in Table 4 in their proposal’s Tab 3 for ETF’s consideration. ETF reserves the right to reject any changes. |
| Q23 | Appendix-9 | NA | Please confirm that ETF will not expect supplier to store, process, access or transfer any data, PII or PHI on supplier systems. | ETF would only expect staffing companies to store data related to a worker’s employment status with that staffing company and not data related to ETF or its members. |
| Q24 | Appendix-9: Section 23 | 11 | Would ETF be open to limitation of the indemnification clause? | No, ETF would not be open to a limitation of the indemnification clause. The indemnification clause (Section 23.0 of the Department Terms and Conditions) is included in Table 4 “No Assumptions or Exceptions Department Terms and Conditions.” |

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| Q25 | 8 | 25 | What rates did the State pay for each labor category on the last contract? | The rate card for the last contract is publicly viewable [here](https://etfonline.wi.gov/etf/internet/RFP/StaffingServices/20190513%20RateCard.pdf). The range of rates for each Job Category is provided on Appendix 7. |
| Q26 | 8 | 25 | What was the total spend per year on these roles for each of the past three years? | $2,577,708.92 since the contract started. Here is the spend broken out by calendar year. Note that 2020 is not complete yet.   |  |  | | --- | --- | | **Row Labels** | **Sum of Merchandise Amt** | | **2016** | **41,683.49** | | **2017** | **366,617.56** | | **2018** | **558,869.16** | | **2019** | **1,195,464.57** | | **2020** | **415,074.14** | | **Grand Total** | **2,577,708.92** | |
| Q27 | 7 | 24 | How many positions did you hire for in the past three years per job title? | About 60 from May 2016 to February 2020. The break-down of the 60 is in Appendix 7. |
| Q28 |  |  | Will local companies get additional points for being local? | Companies that have specific expertise with how the local market approaches these Job Categories and particular success placing candidates because of their understanding of the local market should so specify in their response to Appendix 7. |
| Q29 |  |  | Is subcontracting allowed? | Yes. Proposals must identify all proposed subcontractors and describe the contractual relationship between the proposer and each subcontractor. Identify subcontractors on Appendix 3. If you mean is it required that the candidates offered be *employed* by the staffing company – no, that is not required. |
| Q30 |  |  | Does the winning company need to provide any type of facilities or hardware? | No. |
| Q31 |  |  | Is this time and materials or fixed bid? | For the proposers who are awarded and execute a contract with ETF, the Maximum Bill Rates provided on their Appendix 8 – Cost Proposal will populate a rate card. When ETF needs to fill a position, a Position Request will specify the target bill rate, but staffing companies must bid in with an hourly bill rate at or below the Maximum Bill Rate they provided for that Job Category on their Cost Proposal. |
| Q32 |  |  | What deliverables will the state be expecting? | This will depend on each individual Position Request. In general, this is an hourly rate staffing contract. So, the worker’s time and quality work product are the deliverables. |
| Q33 |  |  | How long will the anticipated contract last? | See Section **1.10 Contract Term**. |
| Q34 |  |  | Is remote work allowed or no? | Yes, with the manager’s approval. |
| Q35 |  |  | What are the basic qualifications a company has to meet to qualify to bid? | See **Section 4 Mandatory Proposer Qualifications**. |
| Q36 |  |  | Is there a subcontracting goal? | No. |
| Q37 |  |  | Where are the tabs located to upload a proposal in detail? | Proposers create the tabs to organize their proposal. Proposals must be uploaded onto ETF’s SFTP site per the directions in **Section 2.3 Submitting the Proposal**. |
| Q38 |  |  | Who are the current incumbents on this contract? | 22nd Century Technologies, Premier Staffing Source, and TeamSoft. |
| Q39 |  |  | What is the current pricing on the contract? | See Q25 and Department Answer. |
| Q40 |  |  | What is the budget allocated to this contract? | The budget is not yet approved for FY21. However, at this time it appears that all currently filled positions on this contract will remain in the budget. Even after a budget is approved, it may shift based on department needs as they arise. See Q16 and Department Answer for past spend. |
| Q41 |  |  | How many temps are currently working on the existing contract and will they all be transitioned to the new vendors? | There are 25. See Q4 and Department Answer. |
| Q42 |  |  | How many positions were filled during the last contract? | Approximately 60. |
| Q43 |  |  | Can you please provide the incumbent vendors previous bid documents? | See [ETF’s website](https://etfonline.wi.gov/etf/internet/RFP/StaffingServices/index.htm) for information on the prior version of this contract. |
| Q44 |  |  | What is the annual spend for this contract? | Calendar year 2019 was $1,195,464.57 |
| Q45 |  |  | If it is an ongoing project, is the existing contract with one or multiple Vendors? | Multiple |
| Q46 |  |  | Who are the existing vendors? | See Q38 and Department Answer. |
| Q47 |  |  | Is budget allocated for this project? | See Q40 and Department Answer. |
| Q48 |  |  | Please specify as to what was the total annual budget for State of Wisconsin’s temporary staffing for the year 2017, 2018 and 2019. | Here are spend figures for past calendar years. Note 2020 is not complete yet.   |  |  | | --- | --- | | **2016** | **41,683.49** | | **2017** | **366,617.56** | | **2018** | **558,869.16** | | **2019** | **1,195,464.57** | | **2020** | **415,074.14** | | **Grand Total** | **2,577,708.92** | |

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| Q49 | Appendix 3 |  | Do we have to subcontract as we are asked to provide Subcontractors information in Appendix 3? | No. In addition to subcontractors, Appendix 3 is also where you list everyone who authored the proposal. |
| Q50 | Appendix 2 | 4 | In Appendix 2, question 6 Proposer Identification we do not have any required certification. Do we have to subcontract to meet the preference? | No. |
| Q51 | Appendix 6 | 3 | Do we have to provide sample resumes as stated in Appendix 6 Question 6.6? | Yes, if the proposer will use them during the process of helping ETF select a candidate to fill a position. |
| Q52 |  |  | Is there any incumbent for this contract or is this for a new contract? If yes, can you please let us know the name of incumbent, their hourly rate and historical spend? | See Q38 and Department Answer. See Q25 and Department Answer. See Q16 and Department Answer. |
| Q53 |  |  | Is budget allocated for this contract? If yes, can you please let us know the same? | See Q40 and Department Answer. |
| Q54 | Appendix 7 |  | Multiple positions have been listed under Long term assistant and long-term professional categories. As per appendix 8, we are required to provide single bill rate. Since multiple positions are covered under particular category, it would be difficult to provide a single rate as skill set are varying according to the position. Can we provide a bill rate range? | No. Appendix 8 – Cost Proposal calls for the Maximum Bill Rate for the whole Job Category. Do not provide a range. If any proposer does this, the highest amount in any range provided will count for the cost score. |

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| Q55 | Appendix 9 |  | Is the State of Wisconsin ETF willing to accept a limitation on liability? | ETF may be willing to negotiate any reasonable changes to limitations on liability. Proposers should include any assumptions or exceptions to terms not listed in Table 4 in their proposal’s Tab 3 for ETF’s consideration. ETF reserves the right to reject any changes. |

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| Q56 | Appendix 7 |  | Can you clarify that the contractor rates stated are the pay rates versus the vendor bill rates? | See Q7 and Department Answer. |
| Q57 | Appendix 7 |  | Can you supply the annual spend from the contract? | Calendar year 2019 was $1,195,464.57. |
| Q58 | RFP Document | Pg. 12 and 16 | 20 points are awarded based on response from job categories. Is the response required based on our experience in recruitment of those positions? | Yes. |

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| Q59 | 4.10 Notice of Personnel Leaving | 20 | Is there flexibility related to timeframe required to be provided at no cost? | ETF is now withdrawing this term. The updated term reads:  **4.10 Notice of Personnel Leaving**  Should any of the staffing company’s workers leave before they complete required duties or the engagement end-date, staffing company will provide a written notice ten (10) working days in advance to ETF. ETF will determine if a replacement candidate is desired from the staffing company or if a new posting will be conducted allowing all staffing companies to participate. |
| Q60 | 4.19 Correcting Prior Candidate’s Errors | 21 | Is there flexibility in the timeframe service would be required at no cost? | The timeframe is “within forty-eight (48) hours after ETF gives the staffing company written notice of an error” until “ETF confirms the error is corrected.” So, the actual amount of time ETF is receiving free services will depend on the circumstances. |
| Q61 | 4.19 Correcting Prior Candidate’s Errors | 21 | Will error and cause of error be further defined and/or considered?  Rationale: What if the error occurred due to initial training or circumstances outside of the employee’s control. | ETF’s assessment of the error will govern, but know that ETF has never invoked this clause. It is there to ensure quality deliverables. |

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| Q62 | Appendix 7 – Job Categories and Positions | 1 | Please explain, are the current pay ranges provided representative of the pay rate to the worker (contractor), or the bill rate that the State paid to the vendor? | See Q7 and Department Answer. |
| Q63 | Appendix 12 – Vendor Scorecard | N/A | Please explain the frequency and process for evaluating vendors with the scorecard. Are there any consequences if a vendor does not meet all goals/metrics over a given time period? | See **4.26 Vendor Scorecard** |
| Q64 | Appendix 7 – Job Categories and Positions | 1 | Of the 60 listed positions, how many are new positions and how many will only be open if there is a need for a backfill? | The 60 positions represent what was filled historically over the life of the last contract, back to May 2016. ETF does not guarantee to purchase any specific quantity or dollar amount in the future. See **1.12 No Obligation to Contract** |
| Q65 | Appendix 7-Job Categories and Positions | 1 | What is the typical/ average assignment durations of Lot 1 and 2? | All ETF Position Requests are for more than 12 months. ETF expects long-term commitments as many positions have long training and ramp-up periods. |
| Q66 | RFP Section 4.10 – Notice of Personnel Leaving | 20 | This section states, “If ETF decides to seek a replacement with only the original staffing company and procures a replacement, that staffing company will provide ETF the first (3) weeks of service at no cost so that ETF can train the replacement…”   1. Is this term negotiable? 2. Does ETF always request 3 free weeks of work? If not, what is the typical free time requested? | ETF is now withdrawing this term. The updated term reads:  **4.10 Notice of Personnel Leaving**  Should any of the staffing company’s workers leave before they complete required duties or the engagement end-date, staffing company will provide a written notice ten (10) working days in advance to ETF. ETF will determine if a replacement candidate is desired from the staffing company or if a new posting will be conducted allowing all staffing companies to participate. |

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| Q67 | Appendix 7 |  | Please confirm the rates in each job header is a pay rate, and not bill rate. | See Q7 and Department Answer. |
| Q68 | Appendix 7 |  | If the rate in the header is the pay rate, can you share the current bill rates? | This is the bill rate. More detailed information on bill rates can be found in the current rate card viewable [here](https://etfonline.wi.gov/etf/internet/RFP/StaffingServices/20190513%20RateCard.pdf). |
| Q69 | General |  | What was the spend in 2019? | $1,195,464.57 – This is calendar year 2019. |
| Q70 | General |  | How many vendors are currently servicing ETF? | 3 |
| Q71 | 4.12 | 20 | Can you provide the background check requirements in detail? Can we bill these back? | See Q11 and Department Answer. No, there will be no additional fees or service charges per **4.21 Maximum Bill Rate – Ceiling**. |
| Q72 | Appendix 8 |  | Can one company be awarded both lots? | Yes. Up to 5 companies can be awarded each lot. They may be the same 5 or a different 5. |
| Q73 | General |  | What are you looking to change in your current program? | ETF would like to have more staffing companies on the contract. We now have 3 and would like up to 5 for each lot. |
| Q74 | General |  | Would ETF be open to a master vendor model? | No. ETF will be contracting directly with the staffing companies who are providing the candidates. |
| Q75 | General |  | Will any current contingent workers be transitioned? | See Q4 and Department Answer. |
| Q76 | General |  | Does ETF have specific tests required for the positions, or does ETF prefer we use our tests? | Some of ETF’s interview and training processes use tests, but ETF would like to know what testing the staffing company does. |
| Q77 | General |  | What is the average length of assignment in each of the categories? | All ETF Position Requests are for more than 12 months. ETF expects long-term commitments as many positions have long training and ramp-up periods. |
| Q78 | General |  | Does ETF ever hire temporary workers on a permanent basis? | Yes. Workers are encouraged to apply for permanent employment at ETF as it becomes available. |
| Q79 | General |  | If an assignment exceeds one year, will there be an option for a pay increase? | The options are flexible and do not require one year to pass. See **4.21 Maximum Bill Rate – Ceiling**. |

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| Q80 | 2.3 Submitting the Proposal | 10 | Could you please clarify if the proposal submission is to be submitted on <https://eiam.wisconsin.gov> i.e. SFTP server | The SFTP link is: [https://mft.etf.wi.gov](https://mft.etf.wi.gov/). |
| Q81 | Proposal Organization and Format | 11 | *Provide a response to each and every Job Category in Appendix 7. The response must follow the same numbering system, use the same headings, and address each Job Category in Appendix 7. See Section 7 below.*    Could you please clarify what ETF needs as a response to each job category in Appendix 7? | See Section 7 of the RFP, pg. 24. |
| Q82 | Appendix 3: Subcontractor Information |  | Is subcontracting mandatory for this contract? Also, can you please share name of the certifying agency and percentage of goal for sub? If it is optional, can we submit the Appendix 3 as Not Applicable? | No, subcontracting is not mandatory.  You must submit on Appendix 3 who authored the RFP. |
| Q83 | 3.3 Proposal Scoring | 15 | How do we provide the references of our previous work? How many references are required, will 3 references of similar scope be sufficient?  Could you please let us know if we can use ETF as one of the references? | Appendix 2 – Proposer Required Form.  See **4.6 References**.  Yes, ETF can be one of the references. |
| Q84 | General |  | Please share how different this contract (ETI0003) is from the old contract which is still active till 2021? Is ETF is adding more vendors to the current list or this is regular contract renewal? | ETF is re-procuring the services. |

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| Q85 | - | - | What is the allocated budget for this RFP? | See Q40 and Department Answer. |
| Q86 | - | - | Is this a follow-on requirement or a new requirement? If yes, please share incumbent details. | See Q38 and Department Answer. |
| Q87 | 2.4 Proposal Organization and Format | 12 | Tab 1 of Section 4 asks us to submit an Appendix 3 – Subcontractor Information. We would like to confirm if there is any subcontracting goal for this RFP, as we are unable to identify this requirement. | No. In addition to subcontractors, Appendix 3 is also where you list everyone who authored the proposal. |
| Q88 | 2.4 Proposal Organization and Format | 12 | Tab 1 of Section 4 asks us to submit a Transmittal Letter.  This section asks us to include ETI0003. Do we just need to include RFP number here or it is a typo? | Yes, include the RFP number in your transmittal letter. |
| Q89 | 4.6 References | 19 | RFP document states “At least one (1) reference from a government entity is preferred.”  If we will submit all 3 references from non-government entities, will we be considered for evaluation?  Or does it mean that we can be scored less for third (3rd) reference. | It means you can be scored less for not having a government reference. |