***Questions and Answers for ETE0068 – Posted to ETF’s public website July 22, 2025***

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| Q # | RFP Section | RFP Page | Question/Rationale | Department Answer |
| Q1 | 1. Introduction
 | 3 | Will vendors be notified when new position requests are issued under this contract, or will they need to monitor a portal? If notifications are issued, what is the method (email, portal alert, etc.)? | All Position Requests will arrive by email to the Lead Account Manager the staffing company specifies.  |
| Q2 | 1. Introduction | 3 | Are there any current incumbents and can their rates be shared? | Yes, there are current incumbents. Current rates are on the rate card, posted at the current contract’s webpage: <https://etf.wi.gov/sites/default/files/2021-01/Rate%20Card-Price%20Sheet%20%282%29.xlsx> |
| Q3 | 1.Introduction | 3 | Can multiple vendors submit candidates for the same position request, and if so, is there a cap on how many will be considered per vendor or in total? | This contract will be awarded to up to 8 staffing companies for each lot, who will each be solicited for a Position Request. The Position Request will specify if there’s a limit to how many candidates each staffing company can submit. There is no pre-determined cap.  |
| Q4 | 1.Introduction | 3 | Will ETF provide feedback when a candidate is rejected, or are vendors expected to interpret non-selection as final with no explanation? | The ETF Contractor Coordinator can provide feedback as requested.  |
| Q5 | 4. Mandatory proposer qualifications | 23 | Is there a defined turnaround time for candidate review and selection once resumes are submitted, or should vendors follow up after a certain window? | There is no pre-defined turn-around time. Lead Account Managers can reach out to the ETF Contractor Coordinator with specific questions about any given Position Request and whether a decision has been made.  |
| Q6 | 1.1 | 3 | Regarding remote work – Can any of the positions be fully remote? | Yes, with permission of the worker’s ETF supervisor. Special, additional permission levels and security precautions with ETF hardware are required for remote work outside the United States, which is possible but unlikely to be approved.  |
| Q7 | 9.2 | 30 | Is the vendor allowed to bill for holiday and vacation time that is paid to the staff, or is the vendor only allowed to bill for work-time? | Staffing companies are only allowed to bill ETF for hours worked at the hourly rate. Any overhead the staffing company offers its workers should be built into the hourly rate that is billed to ETF.  |
| Q8 | Appendix 7 | N/A | Are the historical hourly rates ranges given in Appendix 7 equivalent to the “Maximum Bill Rate – Hourly” in Appendix 8 – Cost Proposal, or are the hourly rate ranges what is being paid to employees? | The ranges given in Appendix 7 are historical ranges for what ETF has been billed for the Job Category, not what staffing companies are actually paying their staff.  |
| Q9 | Appendix 8  | N/A | Are bidding vendors to fill-in the “Informational - Not part of Cost Basis for Award” section of the cost proposal? If so, what in this section should the bidder vendors complete? | Yes, ETF would prefer the Informational section be completed, but it isn’t mandatory. Proposers should provide the hourly rate for Other Positions as Needed and a discount for a longer initial term of up to 5 years (3 years is standard), if they are willing to provide a discount for a longer initial term than standard.  |
| Q10 | N/A | N/A | Is the vendor required or expected to offer each staff member benefits, including insurance, holiday pay, vacation pay? If so, how many paid holidays and vacation days is the vendor required to pay? | The benefits staffing company offers staff members is between the company and that worker. ETF provides the holiday schedule because ETF is shut down on those days, and no one — neither employees nor workers from staffing companies — works those days. ETF cannot govern the relationship between staffing companies and their staff. If you believe the quality of your candidates supported by the quality of your benefits is one of your company’s strengths that distinguishes you from competitors, you could so describe in your response to Appendix 6.2, among other possible differentiators. |
| Q11  | 4.6   | 23  | Could a staffing service ask a current ETF contact to be one of the RFP  references?  |  Yes.  |
| Q12  | 4.19  | 25  | What type of error would constitute that a staffing company must provide a candidate free-of-charge to correct any prior candidate’s errors in work product for a period of 12 months after ETF pays for the work? Also, how many times has this happened in the last 4 years?  | An example might be an error on a benefit estimate calculation or series of benefit estimate calculations. It hasn’t occurred.  |
| Q13  | 4.19  | 25  | Within the last 4 years, how many times had a worker been terminated for performance issues within the first 21 days, therefore, the staffing service could not bill ETF for hours worked, or were required to issue a refund in full after payment had already been made?    |  This is a new policy, so we do not have data on this.  |
| Q14  | 8  | 29  | What was the total spend per year on these roles for each of the past 4 years?  |  By Fiscal Year 7/1 to 6/30 Accountant 2022 - $168,6382023 - $425,3822024 - $523,4502025 – $669,599Benefits Specialist 2022 - $695,8092023 - $1,0690,9962024 - $883,0862025 - $1,150,112LT Assistant2022 - $242,3732023 - $236,3292024 - $244,8002025 - $241,403LT Professional 2022 - $544,9082023 - $637,4062024 - $591,0452025 - $551,547 |
| Q15  | 4.12 and Appendix 9, 7.0  | 24  | 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.  If the service conducts the background check, can the cost be billed back to ETF?  | It’s both. ETF will conduct background checks regardless, but wants to know what the staffing company’s standard practice is. Any cost for background checks must be built into the hourly rate as overhead, and not billed separately.  |
| Q16  | 1.1  | 3  | Please provide a breakdown of the amount paid in total to each contractor in the current staffing contract, ETI0003.   |  ETF spending through June 30, 2025, is:11/1/2020 – 6/30/25 ETI0003-1: $1,839,89810/29/2020 – 6/30/25 ETI0003-2: $474,67010/29/2020 – 6/30/25 ETI0003-3: $1,443,29411/4/2020 – 6/30/25 ETI0003-4: $1,025,84611/4/2020 – 6/30/25 ETI0003-5: $2,115,87110/29/2020 – 6/30/25 ETI0003-6: $2,904,022 |
| Q17  | 8  | 29  | What were the rates for each labor category on the last contract, ETI0003?   | Please refer to the rate card on ETF’s public website: <https://etf.wi.gov/sites/default/files/2021-01/Rate%20Card-Price%20Sheet%20%282%29.xlsx> |
| Q18 | General |  | What is the Estimated Budget of this contract? | The FY26 budget is $3,432,490. The FY25 budget was $2,794,603. |
| Q19 | General |  | Previous Spend of this Contract | FY25: $ 2,612,661FY24: $2,242,381FY23: $2,360,114FY22: $1,651,727 |
| Q20 | Appendix 3 |  | Is the any Mandatory Subcontractor for this contract? If yes what is Subcontracting goal for this/ | Subcontracting itself is not mandatory, but providing a list of any subcontractors you are planning to use IS mandatory. Use [Appendix 3](https://etf.wi.gov/sites/default/files/2025-07/03.%20Appendix%203%20-%20Author%20and%20Subcontractor%20Information.docx) to do so.  |
| Q21 | General |  | Are there any incumbents for this?  | Yes, see the expiring contract page at ETF’s public website, here: <https://etf.wi.gov/node/15951>. |
| Q22 | General |  | Once Awarded how requirement will be distributed? is it through Email or any specific portal. | Via email to the Lead Account Manager.  |
| Q23 | General |  | How many requirements are anticipated to be released annually? | Unknown. |
| Q24 | General |  | Please confirm if there is any local preference | Yes, see [4.25](https://etf.wi.gov/sites/default/files/2025-07/ETE0068%20Staffing%20Services%20for%20Professional%20Non-Employee%20Positions%204-18.docx) for requirements that workers have their primary residence in the USA for the duration of their work with ETF.  |
| Q25 | 1.1 | 3 | What are the other anticipated job positions and their skills for this contract? | They are unknown, unknowns, but ETF needs the flexibility as described in the RFP to add new requirements to Positions and still have the Maximum Bill Rate for the Job Category apply. This is because, although we encourage all proposers to cover Other Positions as Needed, we don’t require it.  |
| Q26 | 1.11 | 9 | Do we have to submit the letter of Intent separately by email on due due date? | The Letter of Intent is highly encouraged but not mandatory.  |
| Q27 | 7 | 29 | For Job Category responses in Appendix 7, would ETF prefer one comprehensive narrative covering all roles in that category, or distinct responses for each individual position listed under that Job Category? | Put your distinct response for each Job Category in the spot for the narrative at the bottom of [Appendix 7](https://etf.wi.gov/sites/default/files/2025-07/07.%20Appendix%207-%20Job%20Categories%20and%20Positions%20-%20SG%20edits%20in.docx). If you have expertise with a Position or some Positions within a Job Category, state that within the narrative at the bottom of Appendix 7 for the applicable Job Category.  |
| Q28 |  |  | Will ETF provide further detail on anticipated volumes or estimated number of requests per Job Category? | ETF provided historical data about volumes and requests per Job Category in [Appendix 7](https://etf.wi.gov/sites/default/files/2025-07/07.%20Appendix%207-%20Job%20Categories%20and%20Positions%20-%20SG%20edits%20in.docx), including the average pay range and historical positions filled from Oct 29, 2020 – December 31, 2024. |
| Q29 |  |  | Can you provide the Job description, skills required for each job category | ETF provided the job description and skills per Job Category in [Appendix 7](https://etf.wi.gov/sites/default/files/2025-07/07.%20Appendix%207-%20Job%20Categories%20and%20Positions%20-%20SG%20edits%20in.docx). |
| Q30 |  |  | Which positions have historically been most commonly filled under this contract? | Please view the historical data about volumes and requests per Job Category in [Appendix 7](https://etf.wi.gov/sites/default/files/2025-07/07.%20Appendix%207-%20Job%20Categories%20and%20Positions%20-%20SG%20edits%20in.docx).  |
| Q31 |  |  | Will ETF provide historical average fill times or benchmark expectations (in days) for each Job Category, to allow us to better structure our recruitment timelines and internal SLAs? | ETF does not have that data. Each Position Request specifies its own deadline to submit candidates. Staffing companies are measured on whether they provide candidates within that timeline on the [Appendix 12 – Vendor Scorecard](https://etf.wi.gov/sites/default/files/2025-07/12.%20Appendix%2012%20-%20Vendor%20Scorecard.xlsx), but the actual number of days allowed varies by Position Request. ETF would expect a benchmark expectation to be within 5 business days. |
| Q32 | 8 | 29 | Can proposers submit a blended rate for each Job Category (based on internal tiers of experience), or must we submit a single ceiling rate regardless of candidate experience? | How proposers determine the Maximum Bill Rate for the Job Category is up to them and their business model. From ETF’s perspective, there are no experience tiers, and the rate on [Appendix 8](https://etf.wi.gov/sites/default/files/2025-07/08.%20Appendix%208%20-%20Cost%20Proposal.xlsx) for the Job Category will be the Maximum Bill Rate for all Positions in that Job Category. However, ETF has the discretion to not publish a Position Request at the Maximum Bill Rate, but rather for less, or to use an Other Positions as Needed rate rather than the Job Category’s Maximum Bill Rate. ETF prefers to have this flexibility with all proposers who sign a contract, so that is why proposers are highly encouraged to cover Other Positions as Needed and provide a rate for it on their [Appendix 8](https://etf.wi.gov/sites/default/files/2025-07/08.%20Appendix%208%20-%20Cost%20Proposal.xlsx).  |
| Q33 |  |  | Is it mandatory to bid on all positions under each lot, can we bid on selective positions?  | Yes, you must submit one Maximum Bill Rate for all Positions in a Job Category to be considered for any Position in that Job Category, and you must further provide one Maximum Bill Rate for each Job Category in a Lot to be eligible for an award in that Lot. Note that the Accountant Job Category is its own Lot - Lot 1. Therefore, you wouldn’t be required to cover Lot 1 – Accountant AND Lot 2 (Benefit Specialist, Long-Term Assistant, and Long-Term Professional). But if you’re providing a Maximum Bill Rate for Benefit Specialist in Lot 2, you must also provide a Maximum Bill Rate for Long-Term Assistant and Long-Term Professional to be eligible for a Lot 2 award. E.G. proposers must provide pricing for all of the Job Categories in Lot 2 (i.e. cover all the following: Benefit Specialist, Long-Term Assistant, Long-Term Professional) to be considered for an award for Lot 2 at all.  |
| Q34 |  |  | Since “Other Positions as Needed” rates are not scored, will they be considered during evaluation or only applied post-award as part of execution flexibility? | To be exact, the Informational hourly rate for Other Positions as Needed will not figure into the cost basis for award. However, proposers willing to cover Other Positions as Needed will have an advantage in non-cost scoring because ETF is looking for staffing companies able to meet and exceed our expectations for flexibility. Those not covering Other Positions as Needed can lose quality points in non-cost scoring, including Appendix 6 (See 6.10) and 7. If a rate for Other Positions as Needed is provided, and that proposer is awarded and signed, their Other Positions as Needed rate will go on the contract’s published rate sheet and likely be the de facto top rate allowed for any Position on the contract, as that rate is meant to provide maximum flexibility.  |
| Q35 | 4 | 22 | Please clarify if there is any separate Appendix 4, which requirements are covered in Appendix 4? | Here is the link to [Appendix 4](https://etf.wi.gov/sites/default/files/2025-07/04.%20Appendix%204%20-%20Mandatory%20Proposer%20Qualifications.docx), a required form that needs to be part of the proposal. It covers several requirements directly or by reference to other parts of the RFP.  |
| Q36 | 2.4 | 16 | Do we have to provide any kind resumes (key personnel/candidates) with the response  | A resume for the Lead Account Manager may help answer Appendix 6.4 focused on the Lead Account Manager’s experience and expertise, as well as for other of the proposer’s administrative staff working with ETF. See Appendix 6.5. Resumes for workers are usually in response to a Position Request, but a sample resume as part of the explanation of how the proposer selects candidates and verifies their competency is responsive to Appendix 6.6. |
| Q37 |  |  | I could not find a separate Appendix 15 in the proposal where we are required to check the box. Can you please help with this appendix? | See ETF’s public website: [Appendix 15.](https://etf.wi.gov/sites/default/files/2025-07/15.%20Appendix%2015%20-%20Assumptions%20and%20Exceptions.docx)  |
| Q38 | 4.6 | 23 | Can we provide commercial references? | Yes, but per [4.6 References](https://etf.wi.gov/sites/default/files/2025-07/ETE0068%20Staffing%20Services%20for%20Professional%20Non-Employee%20Positions%204-18.docx), “At least one (1) reference from a government entity is preferred.” |
| Q39 | General Questions |  |  Is Subcontracting allowed?  | Yes, declare all subcontractors and their roles on [Appendix 3](https://etf.wi.gov/sites/default/files/2025-07/03.%20Appendix%203%20-%20Author%20and%20Subcontractor%20Information.docx).  |
| Q40 |  |  | Will there be any local preference? | Yes, see [4.25](https://etf.wi.gov/sites/default/files/2025-07/ETE0068%20Staffing%20Services%20for%20Professional%20Non-Employee%20Positions%204-18.docx) for requirements that workers have their primary residence in the USA for the duration of their work with ETF. |
| Q41 |  |  | What is the estimated budget?  | The FY26 budget is $3,432,490. The FY25 budget was $2,794,603. |
| Q42 |  |  | Could you please share the previous spending on this contract, if any? |  ETF spending through June 30, 2025, is:11/1/2020 – 6/30/25 ETI0003-1: $1,839,89810/29/2020 – 6/30/25 ETI0003-2: $474,67010/29/2020 – 6/30/25 ETI0003-3: $1,443,29411/4/2020 – 6/30/25 ETI0003-4: $1,025,84611/4/2020 – 6/30/25 ETI0003-5: $2,115,87110/29/2020 – 6/30/25 ETI0003-6: $2,904,022 |
| Q43 |  |  | Any pain points with Incumbents? | Pain points are as follows: 1) Don’t submit unqualified candidates. 2) It's best if the start of a worker’s bi-weekly invoices follows the same schedule as other state staff and workers under other contracts. Right now, half of our staffing companies bill on the same period as Knowledge Services (our vendor-managed service for IT staffing), and others are a week off. 3) Consolidate invoices for all workers with the same staffing company. Almost all incumbents submit one invoice with all workers listed.  |
| Q44 |  |  | Do we have to provide the responses in a single pdf or multiple files? | Refer to [Section 2 Preparing and Submitting a Proposal](https://etf.wi.gov/sites/default/files/2025-07/ETE0068%20Staffing%20Services%20for%20Professional%20Non-Employee%20Positions%204-18.docx).  |
| Q45 |  |  | Can we provide any additional Information? | Marketing or promotional materials should only be provided where specifically requested. If providing such materials, indicate which question the materials apply to. Do not provide these materials as a separate file, but rather with the response to the question the information relates to.  |
| Q46 |  |  | Can we use graphics in our response? | Yes, as long as it’s clear what question the graphic is in response to, and it isn’t submitted as a separate file but rather in the same file as the question the graphic relates to.  |
| Q47 |  |  | Do we need a local lead Account Manager for this contract? | Not sure what is meant by “local.” ETF works with Lead Account Managers in various parts of the United States. More important is that the Lead Account Manager will support ETF’s mission of helpful customer service, internally and externally. |
| Q48 |  |  | Have you released any separate appendix besides the main solicitation document? | Yes, you can find them here: <https://etf.wi.gov/node/41781> |
| Q49 | 2.4.1 | 15 | Will ETF accept copies of signatures on forms?  | Yes, as long as the signature is bona fide and from a person authorized to bind the proposer. Electronic signatures are acceptable. Wet ink is acceptable but not required.  |
| Q50 | Appendix 7  | 1-18 | Could ETF clarify whether any of the listed roles typically involve overtime? If so, could you provide guidance on the average amount of overtime hours expected per week or month for roles such as Accountant, Benefit Specialist, and Long-Term Professional? | OT is not typical on this contract. If OT is approved, the vendor will be notified the start and end date and maximum OT allowed per week.  |
| Q51 | Appendix 7  | 1-18 | For the positions listed in Appendix 7, could ETF please provide the average or typical duration of assignments for each job category (e.g., Accountant, Long-Term Assistant, Long-Term Professional)? While some sections mention “more than 12 months,” additional context on contract length by role would be helpful for planning. | The average duration varies per worker. All positions are posted for more than 12 months. We have several workers that have been with ETF for more than 3 years while others have just started with ETF.  |
| Q52 | Appendix 7  | 1-18 | In Appendix 7, several position templates reference a “Contractor Pay Range.” Could ETF please confirm whether these values represent the expected pay rate to the contractor, or the maximum bill rate ETF is willing to pay to the vendor? | These ranges represent the actual amounts ETF paid to staffing companies within the Maximum Bill Rates. ETF reserves the right to use Other Positions as Needed Maximum Bill Rates as necessary to solicit quality candidate pools.  |
| Q53 | Appendix 3 | 01 | Please confirm, it  is mandatory to utilize the subcontractor for this contract ,if yes kindly share goal for the subcontractor | It is not mandatory to use subcontractors. If you ARE using subcontractors, it is mandatory to fill out Appendix 3 to say who they are and what their role will be.  |
| Q54 |  |  | Could the Client, please confirm whether this is a new initiative or an existing engagement? | This is a re-procurement of an existing contract.  |
| Q55 |  |  | Could the Client provide an estimated budget or a Not-to-Exceed (NTE) amount for this contract? | There is no non-to-exceed amount for this contract’s duration. The FY26 budget is $3,432,490. The FY25 budget was $2,794,603. |
| Q56 | 2.3.2      Submit Proposal to Department’s Box site. | 11 | Please Clarify , we need to select Unredacted (UR) Proposal to submit the proposal  | ETF needs one unredacted file to be able to evaluate your proposal. The file should contain the parts identified in Section 2.3.2 of the RFP, excluding the Cost Proposal, which is its own file. Submit at least those 2 unredacted files to ETF’s Box site by the proposal deadline. You can also submit a redacted proposal file if you have redactions you are claiming as confidential as per Appendix 2: Section 4 about redacting for confidentiality.  |
| Q57 | 2.4 PROPOSAL ORGANIZATION AND FORMAT | 14 | Please clarify we need to submit two copies only. ! main proposal and second is cost proposal. | Correct. These are not copies but the original file. ETF doesn’t require you to submit any copies. However, if you designate any part of your proposal as confidential on Appendix 2: Section 4, you need to submit a redacted proposal in addition.  |
| Q58 | 1.11     LETTER OF INTENT | 09 | Please Clarify, we need to submit the letter of intent on our company letterhead ? | Yes, please. A Letter of Intent is encouraged but not mandatory.  |
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| Q59 | 7 | 29 | Can State of Wisconsin please provide the average or anticipated length of assignments by skill type | Average of current active contractors by role:Accountant: 35 monthsBenefit Specialist: 19 monthsLT Assistant: 15 monthsLT Professional: 53 months |
| Q60 | 7 | 29 | Can State of Wisconsin please provide a breakdown of the volume of usage by dollars and headcount by skill category over the past 3 years. | This information is already in Appendix 7, which specifies how many positions in a Job Category were filled and what the pay range was. Please view the historical data about volumes and requests per Job Category in [Appendix 7](https://etf.wi.gov/sites/default/files/2025-07/07.%20Appendix%207-%20Job%20Categories%20and%20Positions%20-%20SG%20edits%20in.docx).  |
| Q61 | 7 | 29 | Can State of Wisconsin please provide the required experience levels for the requested job titles | All the information that will be provided regarding Positions and Job Categories is already laid out in [Appendix 7](https://etf.wi.gov/sites/default/files/2025-07/07.%20Appendix%207-%20Job%20Categories%20and%20Positions%20-%20SG%20edits%20in.docx).  |
| Q62 | 8 | 29 | Can State of Wisconsin please provide the pricing of the incumbent suppliers. | You can view the expiring contract’s rate card at ETF’s public website, here: <https://etf.wi.gov/sites/default/files/2021-01/Rate%20Card-Price%20Sheet%20%282%29.xlsx> |
| Q63 | 7 | 29 | Would State of Wisconsin please provide the size and anticipated value of the contract. | The FY26 budget is $3,432,490. The FY25 budget was $2,794,603. |
| Q64 | 7 | 29 | Would State of Wisconsin please provide the anticipated volume/spend by skill set or job title. | Please view the historical data about volumes and requests per Job Category in [Appendix 7](https://etf.wi.gov/sites/default/files/2025-07/07.%20Appendix%207-%20Job%20Categories%20and%20Positions%20-%20SG%20edits%20in.docx).  |
| Q65 | 1.13 | 9 | How many current active suppliers does State of Wisconsin currently have? Who are they?  | You can find information about the expiring contract on ETF’s public website, here: <https://etf.wi.gov/node/15951>. |
| Q66 | 7 | 29 | What is the average tenure of the temporary workers?  | This varies by position and worker. The average tenure of current active contractors by role is as follows:Accountant: 32 monthsBenefit Specialist: 19 monthsLT Assistant: 15 monthsLT Professional: 53 months |
| Q67 | 1.13 | 9 | Is State of Wisconsin satisfied with the performance of the incumbent supplier?  | Yes. ETF is re-procuring because the contract is expiring.  |
| Q68 | 1.10 | 9 | Will State of Wisconsin transition candidates from your current supplier to your new supplier?  If so, how many people do you plan to transition? | Yes. A transition plan will be developed after this procurement’s award. There are provisions in the expiring contract to allow for a transitional period when engagements with the workers on the expiring contract can be ongoing until a transition is possible.  |
| Q69 | 7 | 29 | Is there a typical tenure of contractor prior being considered for conversion to an FTE? | ETF cannot “convert” workers to FTE. They must compete for civil service positions in the general pool of candidates competing for those positions. So, no, there is no “typical tenure” because there can’t be. Workers would be eligible to apply for a civil service position just as people in the general population would, on day 1 if such a position is announced and available.  |
| Q70 | 3.3 | 18 | Many clients are either reticent or have corporate policies that prevent them from providing references. Would State of Wisconsin consider allowing the bidder to provide case studies that speak to the longevity, volume, scope and spend of client examples instead of providing contact information? | Staffing companies who don’t do reference checks should expect to be scored accordingly for Appendix 6.6, which calls for proposers to describe and provide an example of the candidate assessment tools the proposer uses, including reference check reports and reference check contact information.  |
| Q71 | 1.10 | 9 | How does State of Wisconsin define success or failure in staff augmentation? | Please view the [Appendix 12 – Vendor Scorecard](https://etf.wi.gov/sites/default/files/2025-07/12.%20Appendix%2012%20-%20Vendor%20Scorecard.xlsx). As noted in the RFP Section 4.26, proposers must agree via Appendix 4 to be judged using the Appendix 12 Vendor Scorecard. |
| Q72 | 1.1 | 3 | Can the State of Wisconsin please provide the breakdown of the percentages of positions that will be onsite at Hill Farms, Madison and what percentage will be remote? | All Positions are eligible to be remote with the ETF supervisor’s approval. Most workers are working remote or a hybrid schedule.  |
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| Q73 | General Question | Overall Program | What is the volume/# of hours for each role in 2024 and through June of 2025? | All workers are contracted for 40 hours of work per week. The amount that the worker works per week is dependent on the worker. |
| Q74 | General Question | Overall Program | How many temporary employees are currently working now at ETF and can you define the number per role? | As of 7/1/2025, there are 36 workers. The breakdown by role is: Accountants: 6Benefit Specialists: 20LT Assistants: 4LT Professionals: 6 |
| Q75 | Section 4 | 25 | What is ETFs process for reviewing the work that is performed and the regularity in which it is inspected for accuracy? How often have mistakes happened in the past and what is the average correction time? | Workers have ETF supervisors reviewing their work daily. An example is an ETF supervisor listening to a worker handle a phone call from a member on ETF’s call-in system or checking a worker’s retirement calculations before the calculations are presented to the retiree. ETF has not invoked free service for mistakes in the past.  |
| Q76 | Appendix 7 | Page 1 of Appendix 7  | Are the amounts listed as current contractor pay ranges the pay to the contractor or bill rates paid by the State?  | They are the bill rates paid by the State.  |
| Q77 | Section 4 | 4.21, Page 26 | Can you provide data of how much over time was performed during the last contract period. It is important to understand volume, considering all hours, including overtime hours, shall be billed at one rate that is at or below the Maximum Bill Rate.  | ETF pays only straight time. There is no overtime. If a worker works more than 40 hours per week, the overage is still charged to ETF at the original hourly rate. Overtime is possible, but not typical.  |
| Q78 | Appendix 8 | Cost Proposal  | What rates did the State pay for each labor category on the last contract?  | Current rates are on the rate card, posted at the current contract’s webpage: <https://etf.wi.gov/sites/default/files/2021-01/Rate%20Card-Price%20Sheet%20%282%29.xlsx> |
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| Q79 | N/A | N/A | Who are previous incumbents on this project? | You can find information about the expiring contract on ETF’s public website, here: <https://etf.wi.gov/node/15951>. |
| Q80 | N/A | N/A | What was the annual spend for the previous year on this Project? | FY25: $ 2,612,661 7/1/24 – 6/30/25 |
| Q81 | N/A | N/A | If this is a new contract, what is the anticipated budget for this contract? | The FY26 budget is $3,432,490. The FY25 budget was $2,794,603. |
| Q82 | N/A | N/A | This is an single award or multiple award RFP? | As noted in RFP 1.1 Introduction, “Up to 8 awards are possible in each lot . . .”  |
| Q83 |  |  | Who are the incumbents? | You can find information about the expiring contract on ETF’s public website, here: <https://etf.wi.gov/node/15951>. |
| Q84 |  |  | What is the expected spend? | The FY26 budget is $3,432,490. The FY25 budget was $2,794,603. |
| Q85 |  |  | Are the two labor categories listed the only categories under the contract? | Please view [Appendix 7](https://etf.wi.gov/sites/default/files/2025-07/07.%20Appendix%207-%20Job%20Categories%20and%20Positions%20-%20SG%20edits%20in.docx).  |
| Q86 |  |  | When do you expect to make an award? | On or near September 30, 2025.  |
| Q87 |  |  | Could you kindly confirm the expected release date or timeline for this solicitation? | The timeline can be found at <https://etf.wi.gov/node/41781> |
| Q88 |  |  | What would be the number of awards you intend to give(approximate number)? | As noted in RFP 1.1 Introduction, “Up to 8 awards are possible in each lot . . .” |
| Q89 |  |  | What are the estimated funds that are estimated to be allocated for this contract? | The FY26 budget is $3,432,490. The FY25 budget was $2,794,603. |
| Q90 |  |  | What is the tentative start date of this engagement? | November 1, 2025 is the goal for contracts with the awarded staffing companies to be signed.  |
| Q91 |  |  | What is the work location of the proposed candidates? | Madison, WI but remote work is possible within the parameters established in [Appendix 5](https://etf.wi.gov/sites/default/files/2025-07/05.%20Appendix%205%20-%20Contractor%20%20Consultant%20Policy%204-12-2024%20%282%29.pdf).  |
| Q92 |  |  | Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again? | This is a re-procurement of an existing contract. See ETF’s public website for details on the expiring contract: <https://etf.wi.gov/node/15951>. Yes, incumbents are eligible to submit a proposal.  |
| Q93 |  |  | Are there any pain points or issues with the current vendor(s)? | Pain points are as follows: 1) Don’t submit unqualified candidates. 2) It's best if the start of a worker’s bi-weekly invoices follows the same schedule as other state staff and workers under other contracts. Right now, half of our staffing companies bill on the same period as Knowledge Services (our vendor-managed service for IT staffing), and others are a week off. 3) Consolidate invoices for all workers with the same staffing company. Almost all incumbents submit one invoice with all workers listed.  |
| Q94 |  |  | Could you please share the previous spending on this contract, if any? | FY25: $ 2,612,661FY24: $2,242,381FY23: $2,360,114FY22: $1,651,727  |
| Q95 |  |  | Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting? | No |
| Q96 |  |  | How many positions were used in the previous contract (approximate)? | Please view [Appendix 7](https://etf.wi.gov/sites/default/files/2025-07/07.%20Appendix%207-%20Job%20Categories%20and%20Positions%20-%20SG%20edits%20in.docx) which has historical information about Positions filled in each Job Category.  |
| Q97 |  |  | How many positions will be required per year or throughout the contract term? | That is unknown.  |
| Q98 |  |  | If the resources we provide at the time of proposal submission are not available at the time of a potential contract award could vendors replace them with equally qualified resources? | Yes.  |
| Q99 |  |  | Can we provide hourly rate ranges in the price proposal? | No.  |
| Q100 |  |  | Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance? | Yes, remote work options are possible, depending on the Position and with the supervisor’s approval. See RFP Section 4.25 and [Appendix 5](https://etf.wi.gov/sites/default/files/2025-07/05.%20Appendix%205%20-%20Contractor%20%20Consultant%20Policy%204-12-2024%20%282%29.pdf) for other parameters. |
| Q101 |  |  | Are resumes required at the time of proposal submission? If yes, Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes? | See Appendix 6.6. Staffing companies who do not indicate they will be submitting candidate resumes will be scored accordingly. The question calls for a sample resume and explanation of how companies select and verify the competency of candidates. A resume for each and every worker is not called for as part of the proposal.  |
| Q102 |  |  | Could you please provide the list of holidays? | See State holidays <https://dpm.wi.gov/Pages/How_Do_I/seeStateHolidays.aspx>.  |
| Q103 |  |  | Are there any mandated Paid Time Off, Vacation, etc.? | No.  |
| Q104 |  |  | Does the State have an estimated number of consultants required to complete the requirements per the RFP?  | No.  |
| Q105 |  |  | Would the State consider using the GSA to procure these services?  | No, the State of Wisconsin is not allowed to use GSA contracts.  |
| Q106 |  |  | Is the State giving preference to local vendors?  | Yes, see [4.25](https://etf.wi.gov/sites/default/files/2025-07/ETE0068%20Staffing%20Services%20for%20Professional%20Non-Employee%20Positions%204-18.docx) for requirements that workers have their primary residence in the USA for the duration of their work with ETF. |
| Q107 |  |  | Will the State share the evaluation scorecard each vendor receives?  | The abstract of proposer scores generally appears on the Letter of Intent to Award a Contract.  |
| Q108 |  |  | Can we submit financials separately due to confidentiality?  | Audited financial statements are referenced in Section 5 Upon Request Only Submissions. Submitting them as part of the proposal is not required, but they may be requested of certain proposers later in the process under separate cover. At that time, proposers can update their Appendix 2 to claim the audited financial statements as confidential in Appendix 2, 4. Designation of Confidential and Proprietary Information.  |
| Q109 |  |  | How many vendors will be awarded?  | As noted in RFP 1.1 Introduction, “Up to 8 awards are possible in each lot . . .” |
| Q110 |  |  | Are there incumbent vendors from a previous contract? If so who and how many?  | Yes, information on the expiring contract can be found on ETF’s public website: <https://etf.wi.gov/node/15951>. |
| Q111 |  |  | How many positions does the State plan to fill using this contract each year?  | Unknown.  |
| Q112 |  |  | Will this contract have cooperative purchasing language so other entities can buy off it?   | Yes, see Appendix 2, where proposers have the opportunity to offer this same pricing and terms to Wisconsin state agencies, other government entities outside Wisconsin, as their own purchasing rules allow it, and Wisconsin municipalities. |
| Q113 |  |  | Are there any terms for buyout included? For instance, if the county wanted to hire a temporary employee after 3 months, would their employer receive a buyout fee?   | No, buyout fees are not a part of this contract and will not be in future. |
| Q114 |  |  | Can companies add in additional benefits they offer even if it is not asked for?  | ETF does not require any benefits to be offered as it is the responsibility of an employer to offer benefits to their employees, and ETF is not the employer. ETF cannot govern the relationship between staffing companies and their staff. If you believe the quality of your candidates supported by the quality of your benefits is one of your company’s strengths that distinguishes you from competitors, you could so describe in your response to Appendix 6.2. |
| Q115 |  |  | Will awarded companies be able to speak with State employees directly when gathering information on open positions and upcoming positions?  | Yes, the ETF Contractor Coordinator, an ETF employee, oversees the procurement process for each Position Request.  |
| Q116 |  |  | Will all openings go to all awarded vendors, or can State employees choose to work with only certain awarded vendors?   | Both. Generally, a Position Request goes to all staffing companies who were awarded and signed a contract for the Lot. However, ETF need not continue a relationship with staffing companies and can decide to cancel or not renew their contract, if they are not meeting Vendor Scorecard metrics.  |
| Q117 |  |  | What format would they like exceptions to be listed?  | See [Appendix 15](https://etf.wi.gov/sites/default/files/2025-07/15.%20Appendix%2015%20-%20Assumptions%20and%20Exceptions.docx).  |
| Q118 |  |  | Are contractors able to add labor categories to this opportunity? | No. ETF highly encourages staffing companies to cover Other Positions as Needed to give ETF and themselves maximum flexibility. Other than that, proposers need to provide pricing for the Job Categories as-stated in the Cost Proposal, and demonstrate in their response to a scored question they are okay with skills and duties being added to Job Categories for any particular Position Request, but the Maximum Bill Rate still applying as provided in the proposer’s Cost Proposal. See Appendix 6.11.  |
| Q119 |  |  | Are proposers expected to include both onshore and offshore pricing options in the Cost Proposal (Appendix 8), or is staffing expected to be entirely onshore and based in the United States? | ETF is not looking for and cannot allow offshore pricing for any of the work covered by this contract. Work, including remote work, will be performed within the United States, and the worker’s primary residence must be in the United States for the duration of their placement with ETF. See RFP 4.25 Work Performed in U.S. and [Appendix 5](https://etf.wi.gov/sites/default/files/2025-07/05.%20Appendix%205%20-%20Contractor%20%20Consultant%20Policy%204-12-2024%20%282%29.pdf) for details. |
| Q120 |  |  | Can ETF clarify the primary place(s) of performance for staff under this contract? Will the positions be fully remote, hybrid, or on-site at ETF facilities in Madison, Wisconsin? | Remote or hybrid work is possible with the ETF supervisor’s approval and following the parameters in RFP 4.25 Work Performed in U.S. and [Appendix 5](https://etf.wi.gov/sites/default/files/2025-07/05.%20Appendix%205%20-%20Contractor%20%20Consultant%20Policy%204-12-2024%20%282%29.pdf). Even if a remote or hybrid work schedule is approved by the worker’s ETF supervisor, on-site meetings can still be required.  |
| Q121 |  |  | Is there any minimum or maximum staffing commitment that ETF anticipates for awarded vendors, in terms of number of positions or volume of hours? | No.  |
| Q122 |  |  | Can proposers add additional sheets to Appendix 8 to provide a breakdown of costs per individual position for transparency, or must all pricing be summarized only in the provided format? | Pricing must be provided in the exact format in Appendix 8. No, proposers cannot add additional sheets with additional breakdowns of costs per Position. All Positions within a Job Category are subject to the same Maximum Bill Rate as provided on the Cost Proposal. |
| Q123 |  |  | Should pricing be submitted for each job title listed in Appendix 7 separately, or should vendors consolidate positions by job category (e.g., one rate for all ‘Benefit Specialists’)? | Pricing should be submitted exactly as provided on Appendix 8, which is by the Job Category.  |
| Q124 |  |  | Is the current contractor hourly pay ranges listed in Appendix 7 to be interpreted as fully burdened rates (inclusive of overhead, profit, benefits, etc.), or are they base wages for reference only? | The pay ranges are fully burdened and what the staffing company was billing ETF.  |
| Q125 | Appendix 7 | – | Are the pay ranges listed in Appendix 7 reflective of the bill rates ETF currently pays to vendors, or the pay rates vendors pay to contractors?  | They are the bill rates ETF pays to staffing companies.  |
| Q126 | General Info | – | What is total annual spend by year by job category for the current contract term (2020–2025)? | By Fiscal Year 7/1 to 6/30 Accountant 2021 11/1/20 – 6/30/21 - $93,2212022 - $168,6382023 - $425,3822024 - $523,4502025 – $669,599Benefits Specialist 2021 11/1/20 – 6/30/21 - $441,4512022 - $695,8092023 - $1,0690,9962024 - $883,0862025 - $1,150,112LT Assistant2021 – 11/1/20 – 6/30/21 - $207,3012022 - $242,3732023 - $236,3292024 - $244,8002025 - $241,403LT Professional 2021 11/1/20 – 6/30/21 - $193,8242022 - $544,9082023 - $637,4062024 - $591,0452025 - $551,547 |
| Q127 | Appendix 7 | – | Today, how many positions are staffed under the existing contract by position title and job category? | As of 7/1/2025, there are 36 workers. The breakdown by role is: Accountants: 6Benefit Specialists: 20LT Assistants: 4LT Professionals: 6 |
| Q128 | General Info | – | For the current contract (2020-2025), what is total spend by vendor by year? |  ETF spending through June 30, 2025, is:11/1/2020 – 6/30/25 ETI0003-1: $1,839,89810/29/2020 – 6/30/25 ETI0003-2: $474,67010/29/2020 – 6/30/25 ETI0003-3: $1,443,29411/4/2020 – 6/30/25 ETI0003-4: $1,025,84611/4/2020 – 6/30/25 ETI0003-5: $2,115,87110/29/2020 –6/30/25 ETI0003-6: $2,904,022  |
| Q129 | General Info | – | Is ETF seeking to address any specific performance gaps, inefficiencies, or challenges with this new contract compared to the current one? If so, what are those areas of focus or concern? | Pain points are as follows: 1) Don’t submit unqualified candidates 2) It's best if the start of a worker’s bi-weekly invoices follows the same schedule as other state staff and workers under other contracts. Right now, half of our staffing companies bill on the same period as Knowledge Services (our vendor-managed service for IT staffing), and others are a week off. 3) Consolidate invoices for all workers with the same staffing company. Almost all incumbents submit one invoice with all workers listed.  |
| Q130 | RFP 3.8 | 20 | The previous contract awarded up to 5 vendors, whereas this RFP allows for up to 8 per lot. Can ETF clarify what prompted the increase in potential awardees? | ETF wanted to make sure there were enough suppliers in the market basket accounting for companies that change ownership or structure, and no longer participate in Position Requests.  |
| Q131 | RFP 3.8 | 20 | Will ETF award up to 8 vendors total, or up to 8 per lot (potentially up to 16 vendors across Lot 1 and Lot 2 if there is no overlap)? | Awards are by the lot, so there could be up to 16 different vendors if that is how scoring turns out.  |
| Q132 | RFP 3.8 | 20 | How will ETF determine how many vendors to award per lot? Is 8 per lot a firm number, or will this depend on proposal quality and capacity? | How many proposers receive an award per lot will depend on which proposals advance through all stages of the procurement process. It’s possible 8 do per lot, or it’s also possible less than 8 do per lot. Proposals not “reasonably apt” to receive an award can be removed from consideration at various stages of the procurement process.  |
| Q133 | RFP 1.10 | 9 | What is ETF’s plan for contractors currently on assignment if their vendor is not re-awarded? Will current contractors have the opportunity to remain in role with their existing vendor, or be transitioned to a new vendor? If they will be transitioned, how will it be decided which vendor they will transition to?  | The expiring contract allows for a transitional period during which ETF would attempt to retain workers whose staffing companies are not on the new contract. However, it may not be possible in all situations, depending on what the worker wants to do and the nature of their relationship with their staffing company.  |
| Q134 | RFP 1.10 | 9 | Prices are expected to remain fixed through the contract term. How does ETF account for inflation risk in pricing evaluations and future cost increases? | Proposers should account for future risk in their proposed hourly rates. ETF highly encourages proposers to cover Other Positions as Needed because it offers both ETF and proposers maximum flexibility to accommodate future risk.  |
| Q135 | General Info | – | Does ETF expect or prefer that vendors provide paid time off, holidays, or benefits to contingent workers? If so, does this factor into vendor evaluations? | ETF cannot govern the relationship between staffing companies and their staff. If you believe the quality of your candidates supported by the quality of your benefits is one of your company’s strengths that distinguishes you from competitors, you could so describe in your response to Appendix 6.2.  |
| Q136 | Appendix 8 | – | In Appendix 8 – Cost Proposal, can ETF please clarify what is being requested under “Discount for Longer Initial Term of more than 3 years and up to 5 years. Initial Term = \_\_\_\_ Years”? What is ETFs goal by including this? What value should be entered into cell C13? Should bidders also fill out the blank in “Initial Term = \_\_\_\_ Years”. If so, with what should they fill that out with?  | ETF’s goal is to exchange a longer initial term for an up front discount on all Positions. In Cell C13, enter the discount deal your company is willing to offer by percentage discount or amount of discount that applies to all Positions within all Job Categories. Yes, for “Initial Term = \_\_\_\_ Years,” you would put what initial term would make the discount possible, e.g. is it 3.5 years, 4 years, 5 years, or some other number of years more than 3 years but up to 5 years.  |
| Q137 | General Info | – | Do current vendors typically provide benefits and paid time off and holiday pay? | Yes. ETF cannot govern the relationship between staffing companies and their staff. If you believe the quality of your candidates supported by the quality of your benefits is one of your company’s strengths that distinguishes you from competitors, you could so describe in your response to Appendix 6.2. |
| Q138 | Appendix 7 | – | In Appendix 7, do the number of positions filled by job category reflect the number of job requisitions over the prior contract period? Or is this the number of contractors working per category over the life of the last contract period, even if they were already filled prior to the commencement of the last contract? | The former, e.g. how many Position Requests for that Job Category went out during the contract period.  |
| Q139 | General Info | – | How does ETF determine which vendors receive each requisition? Are all requisitions released to all vendors approved for the relevant job category? | Generally, a Position Request goes to all staffing companies who were awarded and signed a contract for the Lot. However, ETF need not continue a relationship with staffing companies and can decide to cancel or not renew their contract, if they are not meeting Vendor Scorecard metrics.  |
| Q140 | RFP 1.1 | 3-4 | Can you please clarify if ETF will consider allowing staffing partners to engage in "Other Positions as Needed" if they are awarded in Lot 1 only? | Proposers must make their decision to cover Other Positions as Needed or not at the time they submit their proposal, well before award. Proposers covering Lot 1 have the opportunity to cover Other Positions as Needed or not, just as Proposers covering Lot 2 have the opportunity to cover Other Positions as Needed or not. Stated another way, if you are covering Other Positions as Needed, you must also cover either Lot 1, or Lot 2, or both. This is because there is no cost score for Other Positions as Needed, so a proposer would not have a complete score if only covering Other Positions as Needed.  |
| Q141 | RFP 4.19 | 25-26 | The RFP requires that if a candidate is terminated within the first 21 days, the vendor must provide a refund or consider any days billed over that period non-billable. Can ETF confirm whether this applies to voluntary departure as well, or just ETF initiated termination for performance? Can you please also confirm if it is 21 calendar days or business days?  | RFP 4.19 reads “terminated for performance issues.” It could be ETF or the staffing company initiating the termination, but it doesn’t include the worker deciding to leave of their own accord. “Days” for purposes of this contract is defined as “calendar day unless otherwise indicated,” so it would be 21 calendar days.  |
| Q142 | RFP 1.10 | 9 | Given that bill rates are expected to remain fixed for the duration of the contract, how does ETF suggest vendors mitigate the risk of rising labor costs, especially if state wage trends or benefits expectations increase? Would ETF consider a mid-term price escalation clause? | No, ETF would not consider a mid-term price escalation. Proposers should account for future risk in their proposed hourly rates. ETF highly encourages proposers to cover Other Positions as Needed because it offers both ETF and proposers maximum flexibility to accommodate future risk.  |
| Q143 | RFP 4.21 | 26 | The RFP suggests that no overtime premiums will be paid. Can ETF confirm that all overtime hours (including any seasonal or year-end peaks) must be billed at the same flat rate, even if labor laws or contractor agreements require premium pay? | So confirmed. Working more than 40 hours a week is not typical, but staffing companies must bill the time to ETF at the same rate for all hours worked, which is at or below the Maximum Bill Rate.  |
| Q144 | RFP 4.19 | 25-26 | It looks like the language that if a candidate is terminated within the first 21 days, the vendor must provide a refund or consider any days billed over that period non-billable is new with this contract versus the previous contract. Is there a specific reason that this clause was added? If the 21 says is three working weeks, for a contractor billing $50/hr working 40 hours/week, is it correct that this would imply a refund of $6,000? | This clause was added after an internal audit to standardize this contract to the terms of the statewide vendor managed services contract for IT staff. More than likely, this would mean not generating a bill for this work vs. having to issue a refund. Yes, the refund would be for the time already paid out, which may or may not add up to the full amount in your calculations, depending on the work schedule and that calendar days differ from work days.  |
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