



Addendum II

SUBJECT: Request for Competitive Sealed Proposals – Workforce and Community Program Case and Client Management System (RFCSP 23-050, RFX # 6100016530) Scheduled to Open: March 29, 2023; Date of Issue: February 10, 2023

FROM: Jennifer Johnson, Procurement Administrator

DATE: March 27, 2023

THIS NOTICE SHALL SERVE AS ADDENDUM NO. II - TO THE ABOVE REFERENCED REQUEST FOR COMPETITIVE SEALED PROPOSALS

THE ABOVE-MENTIONED REQUEST FOR COMPETITIVE SEALED PROPOSAL IS HEREBY AMENDED AS FOLLOWS:

- 1. MODIFY:** RFCSP Attachment J -Checklist: The checklist now includes Attachment K - Workforce Development Case Management System and will be posted as a separate document.
- 2. ADD:** Attachment K – Workforce Development Case Management System. This document will be posted as a separate document.
- 3. The RFCSP deadline has been extended to April 3, 2023; 2:00PM CT.**

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 008, SUBMISSION OF PROPOSALS, RESTRICTIONS ON COMMUNICATIONS

Question 1: Can the City confirm that the number of users needing access to this system for WDO totals at 220 (200 for the Ready to Work Program and 20 for the Job Success Program)?

Response: The WDO department requires 200 users for intake and case management. If partial access is considered, plans are for 50,000 participants and 1,000 employers between WDO and DHS efforts.

Question 2: Can the City confirm how many users will need access to the system for Department of Human Services (DHS) efforts?

Response: The DHS department requires 20 users for intake and case management. If partial access is considered, plans are for 50,000 participants and 1,000 employers between WDO and DHS efforts.

Question 3: Is the City of San Antonio open to the potential use of an established pre-vetted state contract vehicle through a major reseller (i.e. TIPS or Omnia Partners contract via SHI)?

Response: The City is not considering using cooperative contracts for this particular RFCSP; however, Respondents may provide information on any available cooperative contracts for City's future reference.

Question 4: Would the City be able to sign an NDA in order for us to provide our financial statements in the response?

Response: No, the City will not sign an NDA.

Question 5: The RFP document requests letters of reference, would contact information and/or case studies be

acceptable in lieu of letters of reference?

Response: The RFCSP asks for letters of reference and it is recommended that they are submitted. Other documentation will be evaluated in addition to but not in lieu of letters of reference.

Question 6: Is the contract between the City of San Antonio and Signify Health available for review?

Response: The contract is not available at this time but can be requested from the City through an Open Records Request.

Question 7: What is the annual budget allocated to support this scope of work over the initial three-year term?

Response: As stated in the answer to 23-050 Addendum I, Question 10, "A budgetary range will not be released for this solicitation." This includes the annual budget allocation over the initial three-year term.

Question 8: How many users will need access to the platform to support this scope of work?

Response: Please see responses to questions 1 and 2 above.

Question 9: Given the robust nature of listed requirements, will the City of San Antonio consider providing an extension to the due date for this RFCSP?

Response: The RFCSP deadline has been extended to April 3, 2023; 2:00PM CT.

Question 10: Will the City of San Antonio consider selecting multiple vendors in order to achieve all requirements in this scope of work?

Response: A single contract will be awarded for the scope of services.

Question 11: Should the Executive Summary be included before questions for Attachment A, Part Three or before Attachment A, Part One?

Response: As detailed in the RFCSP – Section 007, an executive summary should be included before Attachment A, Part One. This document should "include a statement of the work to be accomplished, how Respondent proposes to accomplish and perform each specific service and unique problems perceived by Respondent and their solutions."

In addition, Attachment A, Part Three asks for an executive summary of the respondents proposed plan as follows: "The Respondent shall outline in narrative form its understanding and ability to provide the solution and perform the services as outlined in Section 004, Scope of Work, including summarizing the proposed solution and approach and highlighting relevant experience and staff qualifications."

These are two different Executive Summaries. The first pertains to the entire proposal while the second is specific to the respondent's proposed plan.

Question 12: Should there be a single Table of Contents for the entire proposal or should there be a Table of Contents per each section (e.g., Experience Background and Qualifications, Proposed Plan, etc.)?

Response: A single Table of Contents for the entire proposal.

Question 13: Where should EXHIBIT 10 - Workforce Development Case Management System RTM be included within the proposal?

Response: Please complete and include Exhibit 10 - Workforce Development Case Management System RTM as ATTACHMENT K after the checklist page. A revised checklist is being provided with this Addendum to assist.

Question 14: Would the City allow for a 2-week extension of the due date to Wednesday, March 29th in order to allow ample time to review the City's responses to our questions before the submission deadline?

Response: The RFCSP deadline has been extended to April 3, 2023; 2:00PM CT.

Question 15: Does the City already have any E-Signature solutions in house such as DocuSign, Adobesign etc.?

Response: The City uses both Adobe and DocuSign.

Question 16: Does the City have any 3rd party systems that need to be integrated into for Reporting needs?

Response: The reporting requirements are defined in Section 6 of Exhibit 10 - - Workforce Development Case Management System RTM.

Question 17: Does the solution need to house data in a US Data center?

Response: All firms, regardless of geographic location can reply to this solicitation. Firms that respond to this solicitation must adhere to the Terms & Conditions of the RFCSP and resulting contract, if selected.

Question 18: Does the City have any in-person inspection needs?

Response: There is not enough context to answer this question.

Question 19: Can the City share the scheduled award date for the project?

Response: The City tentatively plans to award this project before the end of July of this year.

Question 20: Can the City provide more detail on the specific Financial Information that is required?

Response: The City requests a recent copy of a Dun and Bradstreet financial report, or other credit report, on Respondent and its partners, affiliates and subcontractors, if any.

Question 21: How many partner agencies will be accessing the system, and will each agency operate separate and different security profiles?

Response: A total of thirteen (13) partner agencies will need access to the system.

Question 22: Are there any funding sources outside CSBG such as WIOA (Workforce Innovation and Opportunities Act) that will require compliance to the system?

Response: The current programs do not require WIOA system compliance; however, The City will require data reports that are exportable to federal systems, such as WIPS and RAPIDS.

Question 23: How are vouchers/payments being issued? Are any reports, integrations or other functionality required apart from the ability to upload the referenced document?

Response: The City will need to track dollars expended for client assistance for Training for Job Success program including utility assistance, rent assistance, tuition payments, and purchase of textbooks on behalf of clients. The actual expenditures will be tracked using City Finance tools, so only tracking is needed.

Question 24: Is the Income Calculator an Excel Spreadsheet that is uploaded as an attachment, or does the Income Calculator need to be built into the system?

Response: The Income Calculator is to be built into the system.

Question 25: Is there an automated method to determine the Council District by client's address, or is this manually inputted by staff?

Response: Web services are available to derive Council District from client's address.

Question 26: Please describe the granularity required for tracking the funding source. Is a client's engagement fully funded by a single source, or might there be instances where multiple sources fund different aspects of the client engagement? Please describe the difference between grant funds used and grant funds expended.

Response: A single participant may have an estimated tuition cost and emergency funding cost. Those costs may change or accumulate over the duration of the program. Tuition and case management expenses may be braided with City, State, Federal, or Philanthropic funding, which would need to be tracked and reported.

Question 27: With regard to requirement 2.1.3, in what languages does the application need to be displayed? Is this only for client-facing or staff as well?

Response: The application should display English and Spanish for client facing pages and English for staff pages.

Question 28: Regarding requirement 3.2, is an integration desired with the Alamo Area Community Network Referral Platform and the proposed solution? Would the integration be unidirectional or bidirectional?

Response: Yes, and the integration would be bidirectional.

Question 29: Regarding requirement 3.11, what is meant by “staff may view a list of all client files attached”?

Response: Unlimited attachments may be attached to a client or case record as specified in 3.10 of the RTM. Staff will have access to those attachments.

Question 30: If exceptions are taken to any terms & conditions, can those be noted or changed before contract signing?

Response: Please refer to RFCSP Section 008 – Proposal Submission – Mandatory Requirements as some items are non-negotiable. Taking exception with a mandatory requirement will result in your proposal being deemed non-responsive. The City seeks to contract with a Respondent under terms and conditions stated in the RFCSP and proposals will be evaluated accordingly.

Question 31: Is the City of San Antonio open to a phased approach and/or a go-live date in 2024?

Response: The Ready to Work program must be live and functional before the second week of December 2023.

Question 32: The Requirements Traceability Matrix (Exhibit 10) is not included on the proposal checklist. Should the completed RTM be submitted as part of the proposal?

Response: Please see response to question 13 above.

Question 33: Can the City provide the API end points for COSA's GIS Address validation web service?

Response: Please go to:
https://qagis.sanantonio.gov/arcgis/rest/services/Locators/OneView_Composite_Locator/GeocodeServer

Question 34: Regarding 9.18.5, where will content and metadata be sent?

Response: The archive specification is described in sections 9.18.4-9.18.7 of Exhibit 10 - Workforce Development Case Management System RTM.

Question 35: How many clients does the City expect to be using the client facing portal?

Response: The City expects as many as 50,000 applicants over the life of the Ready to Work Program.

Question 36: How many staff should be expected to be log into the new solution to serve/track data on clients?

Response: Up to 500 users as specified in 9.6.1 of the RTM.

Question 37: Will any additional integrations be required? – systems such as HR systems, Financial systems? If yes, can the data fields that would need to connect be provided?.

Response: No additional system integrations are planned at this time (other than integrations with intake and case manager data systems). The respondent's system integration techniques will be evaluated per Attachment A Part 3, Proposed Plan, Section B, question 3e.

Question 38: How many grantees and how many staff members should be accounted for?

Response: Please see responses to questions 1 and 2 above.

Question 39: Is HIPAA compliance the same as alignment with the NASW code of ethics?

Response: No.

Question 40: In terms of job placement and job openings, is the intention that the solution consolidate job openings from existing websites? Can more detail be provided regarding how this information should be presented in the new platform?

Response: Ready to Work captures information about each participant, such as interviews, job fairs, placement and retention. One or more separate websites house relevant job openings (e.g., WorkInTexas.com, Indeed, proprietary solutions, etc.). One option would be to match the participant with a specific target job and related job openings. An alternate option could facilitate Ready to Work interactions with targeted employers, with a tie to related job seekers

Question 41: What is meant by “connect” clients to employers? Can more detail be provided regarding how this should be implemented by the new platform?

Response: The goal of Ready to Work is to train participants for target occupations, and to help fill employer needs in these target occupations.

Question 42: What types of job openings are being referred to? Are these job openings with partners or job openings within the San Antonio area?

Response: See the approved training catalog on the ReadyToWorkSA.com for a listing of target occupations and related trainings. See the same website for a listing of Ready to Work pledged employers.

Question 43: Are the SBEDA forms required for respondents not located in the San Antonio area?

Response: Yes; The City of San Antonio asks that all documents and forms attached with the RFCSP be completed and submitted. A completed and signed Subcontractor/Supplier Utilization Plan must be submitted; failure to submit this form could deem your bid non-responsive.

Question 44: Are the Veteran-Owned Small Business forms required for non veteran-owned firms?

Response: Yes. The City requests that all provided forms be completed as part of the response.

Question 45: What are the differences, if any, between eligibility requirements for Ready to Work (RTW) and Training for Job Success (TFJS)?

Response: Ready to Work income eligibility is under 250% of Federal Poverty Level, which Training for Job Success is under 125% of FPL. Training for Job Success requires high school diploma or GED, while Ready to Work doesn't. Training for Job Success is suitable for residents already enrolled in a vocational program through the Alamo Colleges community college system or for those who are ready to enroll within the next several months, while Ready to Work is not restricted to Alamo Colleges. Ready to Work can only assist residents of City of San Antonio (unless military-connected), whereas Training for Job Success can assist residents of San Antonio or Bexar County. Training for Job Success is smaller in scale, whereas Ready to Work is larger (~50,000 applicants).

Question 46: Will braided funding sources need to be tracked?

Response: Tuition and case management expenses may be braided with City, State, Federal, or Philanthropic funding, which would need to be tracked and reported. Also, Training for Job Success will utilize CSBG federal grant funds and Ready to Work tuition dollars.

Question 47: Looking at the workflow for TFJS, it's not very clear if an agency or agencies are involved in the process. Please clarify if any agencies are involved or if city staff are assigned as case managers.

Response: Case workers in the Training for Job Success program are employees of the City of San Antonio Department of Human Services.

Question 48: Is the City expecting the system to be built over the current Signify portal? Will the City share the source code?

Response: The existing portal will be replaced as part of this solicitation. Design documentation for the existing portal will be provided to the successful respondent.

Question 49: Are intake agencies already shortlisted?

Response: Ready to Work has contracted with Alamo Colleges District, Project Quest, Restore Education, and Workforce Solutions Alamo (WSA). WSA has several subcontractors that will need access to the system, such as Chrysalis Ministries, Family Service Association, SA Food Bank, YMCA, Texas A&M University-San Antonio, Avance, and C2 Global. There will be a need for increasing access to the system for program evaluators and technical advisors.

Question 50: How many intake agencies are currently on the panel?

Response: Please see response to question 49 above.

Question 51: How many case managers are there?

Response: Please see responses to questions 1 and 2 above.

Question 52: Can offshore resources be utilized for this contract?

Response: Please see responses to question 17 above.

Question 53: With regard to the below evaluation criteria, we believe this will severely limit competition and prevent the City from being presented with the best solutions for this requirement. Will the City allow vendors/teams (Primes not headquartered in San Antonio) to receive points for utilizing SBE/M/WBE subcontractors?

Response: No evaluation criteria points will be awarded to non-SBE or non-M/WBE Prime CONTRACTORs through subcontracting to other certified SBE or M/WBE firms. When the Prime is certified and is SBEDA eligible, points will be awarded for meeting the 51% scope of work requirement by adding up Prime and SBEDA eligible subcontractors contribution to the entire contract value. With regards to SBEDA eligibility, please see the following criteria:

1. Current certification from South Central Texas Regional Certification Agency (SCTRCA) as a small business enterprise (SBE)
2. Headquartered in one of the eight counties: Atascosa, Bexar, Bandera, Comal, Guadalupe, Kendall, Medina and Wilson (San Antonio Metropolitan Statistical Area) OR show significant business presence if located in San Antonio Metropolitan Statistical Area for at least 1 year (per response due date) AND have 20% of their total employees located in the branch location.

Please note, at this time City of San Antonio accepts certifications from SCTRCA only. The WBE and MBE (HABE/AABE/ABE/NABE) certifications are awarded based on ownership status.

Question 54: Will the City reduce the number of points allocated to these socioeconomic designations to something more reasonable, such as a total of 5 or 10 points, as is commonly seen in other jurisdictions/other RFP's?

Response: The City of San Antonio is committed to not only remedying the ongoing effects of marketplace discrimination, but to also using its spending powers in a manner that promotes a robust and inclusive economy that fully utilizes all segments of its business population regardless of race or gender. As such, the City has determined that awarding SBEDA points in this solicitation is appropriate to encourage participation by eligible entities

Jennifer Johnson

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JJ/pf