

FY17 AEL CALL CENTER SERVICES
REQUEST FOR PROPOSALS
BIDDERS CONFERENCE - QUESTION AND ANSWER
POSTED APRIL 17, 2017

1. What is expected of the provider related to student follow-up?

The expectation is that the referral organization will transfer the enrollment information that is collected, such as name, contact information, zip code, type of class seeking, etc. to the referred service provider. In addition, the service provider will be given a report of referred students to conduct follow-up with those that did not make it to the site.

2. Under Admin Cost, regarding payroll charges. Does the Administration of employee salaries and employee supervision fall under Admin or Program cost?

The cost of time spent in the management of payroll, and related HR activities would need to be expensed as an admin cost. On the other hand, the supervision of service-delivery would be a programmatic activity that can be charged as a program cost.

If the budget form does not include the lines needed to accurately budget your proposed costs, feel free to add additional lines that will allow you to detail them as desired.

3. In regards to purchasing equipment, do we have to procure for computers or printers?

Yes. For computer equipment, 3 quotes would be required. The Board can assist you with this if needed.

4. On page 13, #9 it asks specifically about accessibility related to section 504 Compliant. What if our building is not compliant? Our services are strictly over the phone. Would our facility have to be compliant even though we do not serve individuals face to face?

Physical accessibility as required under Section 504 and the ADA can often be achieved through reasonable accommodations provided on a case-by-case basis for staff who may require these. Programmatic access can also be met via accommodations, and in this case should be less of a challenge due to the phone-based nature of the requested services.

The Board will commit to working with the selected provider and TWC to explore effective and allowable strategies that could serve clients and ensure compliance, within the constraints of existing resources.

- 5. In reference to specific policies in place related to employees, etc. If we do not already have a specific policy in place, is it okay to have one in place by the start of the grant?**

The specific question to policy is to inventory what is currently in place. We will work with you on any necessary policies for the grant purpose.

- 6. What type of Audit is required?**

Under the Uniform Administrative Requirements for federal awards, non-Federal entities that spend less than \$750,000 per year in federal funds are not required to have an audit for that year. Records would, however, need to be available for review or audit by the federal agency, the Board, TWC, or the GAO.

- 7. What about the budget forms that do not apply to a non-profit?**

The forms have a place to check that notes you are a non-profit and these forms do not pertain to your operation.