Request for Qualifications
S202310
Questions and Answers

1. How much work is anticipated, i.e. what is the anticipated impact in hours on our VC?
   The workload will vary depending on season and number of new volunteers entering the system. An estimated average of 4 hours per week will be required to support the contract.

2. The Capacity Form asks, "List the volunteers within Vendor's organizations that are willing to mentor volunteers from other organization." What information is needed for each volunteer, just their first and last name? Is there any minimum number of hours per week the volunteer would be expected to put towards mentoring?
   First and Last name, and county of residence for all proposed mentoring volunteers. There is no set hours requirement for a volunteer dedicated to mentoring. The actual hours worked as a mentor will vary, including times when qualified mentors may not be doing that work – respite. An estimate can be 2 to 4 hours per week with new volunteers.

3. Does the mentoring part begin after the Work Group develops its plan?
   OIC is aware that mentoring is already happening all the time – thank you. The process is expected to be formalized through the mentoring work group; we'll have more details about the process during the first quarter of contract.

4. Is the Work Group starting with a framed plan that has already been in development? Who seeds that framework? Or does the Work Group begin with a more or less blank slate?
   A vision for the mentoring project has been established but the mentoring work group will be charged with helping to shape the process and documentation.

5. How often would the Work Group meet? Are these meetings scheduled by members of the group?
   During the development phase (1st quarter) the work group should plan on meeting once a month for 90 minutes each session. The schedule will be set by the work group.

6. Would the Work Group and mentoring be conducted virtually or in person?
   Only virtually, for convenience and safety.

7. How and when is the $20,000 disbursed: quarterly, like other contracts? Or up front? Or at the completion of the entire contract period?

   A portion of the funding will be dispersed upon contract signature, and submission of an invoice, to assist contractors in preparing for the additional work. Funding will be dispersed quarterly for the January-March 2023 and April-June 2023 quarters, per the method used in other SHIBA contracts.

8. On Oct 25th, when the addendum to this RFQ answering these questions is released, how will that be communicated?

   The addendum will be posted in the Washington Electronic Business Solution (WEBS), and on OIC's webpage for the RFQ. Vendors are expected to find and download the addendum from one of those sources.

9. What is the reporting instrument that serves as a quarterly or overall report of the effort by this initiative? What is the standard which must be met to receive funding?

   A template will be developed for quarterly reporting. Participation in each work group meeting, credible effort in training mentor volunteers, and quality quarterly report.

10. Does "vendor's capacity" on the Capacity Form include volunteers' willingness to mentor other volunteers? Or just the VC/staff member's time for this task?

    Volunteer capacity would include both volunteer and VC/Staff capacity for each organization.

11. What is meant by "Vendor's capacity for implementing improvements"?

    Number of volunteers willing to serve as mentoring volunteers and the capacity of VC/staff to monitor and implement the mentoring process.

12. What is the expected time commitment, meaning hours or days, to participate in this project?

    This is merely an estimate, but perhaps 4 hours total per week from VC/Sponsor staff and 2-4 hours per week for experienced volunteers mentoring other volunteers.

13. Is the Volunteer Coordinator expected to participate in the project?

    It is not necessary for the VC to be the lead for the project, but it is expected that the VC be engaged.

14. Do you expect more than one person from each sponsor to participate?

    This will depend upon how the Sponsor completes their own work. We're going to need the VC, for sure. If the Sponsor also engages others to support volunteers, those folks are also welcome. The involvement of volunteers to be mentors or to be mentored is essential, too.

15. Are expenses for technology including zoom licenses, phones, VPNs to be charged as part of this project or is the project bid for services only? Are bidders expected to estimate technology expenses?

    The procurement is a Request for Qualifications only. The funding is a set amount as described in the RFQ, therefore no cost proposals are required or requested. If the Sponsor anticipates the need for additional technology, please describe that here – about capacity – and request funding through that specific process.