



**INTEGRATED WORKFORCE INFORMATION SYSTEM – SYSTEM REQUIREMENTS CONTRACTOR  
REQUEST FOR QUALIFICATION  
FREQUENTLY ASKED QUESTIONS  
Updated October 2, 2012**

The following questions related to the Chicago Cook Workforce Partnership's (The Partnership's) Integrated Workforce Information System (IWIS) Systems Requirements Contractor Request for Qualifications (RFQ) were submitted via email or asked during the September 26, 2012 bidders' webinar. Questions posed since the September 26<sup>th</sup> version of the FAQs are listed first.

1. *For question #3, what do you mean by "database platforms" specifically? Does this mean type of products, such as Oracle or Sequel Server? Or do you mean type of data analytic format, such as SAS or Excel? Or does this mean types of data from specific programs, such as UI, WIA, and TANF? Or are you asking about experience with systems/applications, e.g. IWIS?*

RFQ question 3 about knowledge of and experience with different database platforms is referring to both custom built and off-the-shelf products that could be used to develop the IWIS system. Experience with types of data from the specific programs should be captured in the response to RFQ question 1 (bullet 4).

2. *Could you please clarify the relationship between the Systems Requirement Contractor (SRC) and The Partnership with regard to the process of engaging with stakeholders to obtain their input? The Technical Proposal (page 10) says this work is already underway and that a working group of 15 providers will collaborate on definitions and outcome measures, facilitated by Public/Private Ventures and Chapin Hall. But the Scope section of the RFQ says the SRC will develop a work plan to secure stakeholder input. Who's expected to do what in the stakeholder engagement process?*

The past and current roles of Public/Private Ventures and Chapin Hall are explained in the response to question 11 below. The work that has been conducted to-date with the provider working group will be shared with the selected Systems Requirements Contractor (SRC). The Partnership and the leadership team will help identify stakeholders to engage. The SRC will have the primary responsibility for developing and implementing a stakeholder engagement work plan (as described in the item 1 of the Scope on page 8 of the RFQ) that builds on the prior work.

3. *The Systems Requirements Contractor (SRC) Scope and Timeline slides in the webinar imply that "Project Management" of IWIS Development (task 4 under scope) is a function assigned to the SRC, but it's not clear what is intended to fall within the scope of that function. Does this mean full management of the IWIS Development Contractor (as the Timeline slide might be interpreted), or more of an auditing function to ensure that the Development Contractor is fulfilling the specified System Requirements (but not actually managing the Development Contractor's work)?*

The level of "Project Management" that they Systems Requirements Contractor will have during the development of the IWIS will depend on the available budget for the SRC component. See the discussion of the budget in the response to question 13 below.

4. *What is the relationship between system requirements called for in this RFQ and the features, functionality, and outputs envisioned for the assessment tool supporting the Aptitude, Interest, and Demand (AID) approach (described on page 12 of the Technical Proposal)? Will the AID intake-model*

*assessment tool be developed independently, or are its requirements to be included in the scope of what will be developed under the contract resulting from this RFQ? Has The Partnership considered or selected an agency, vendor, or individual that will develop the AID assessment tool and serve as point of contact for the requirements contractor?*

We do not expect to develop a new AID assessment tool, but rather to adopt one or more existing tools that will then be used by providers to capture common baseline client data for input into the IWIS. Part of the Systems Requirements Contractor's stakeholder engagement role will be to help determine what tools providers are currently using, what data those tools collect, and what baseline client qualities those tools assess. The SRC will also engage providers and funders around the client intake data required for reporting or important for benchmarking and assessing client outcomes. Through this process the SRC and the leadership team will determine which intake and assessment tool or tools should be used with the IWIS system.

5. *Will system requirements need to incorporate procedures for accessing, storing, and safeguarding secure information and/or intellectual property that is not owned by the Partnership?*

This will be determined as part of the systems requirements process, but given the expectation that data will be shared between IWIS and other data systems, the answer is likely yes. Some of those requirements may be dictated by the data sharing agreements with the owners of the other data systems.

6. *If we include a cover letter and a table of contents, would this count towards the 5 page limit?*

While a cover letter and table of contents are not required, they may be included and will not count towards the 5 page limit. Information included in any cover letter and/or table of contents will not be used in scoring the proposal.

7. *During the Evaluator bidder call you mentioned there were some attempts to adjust the project timeline. Have there been any adjustments to the timeline for this RFQ or resulting RFP?*

The RFQ/RFP and project timelines presented in the Systems Requirements Contractor RFQ (and included in the webinar presentation) represent the current expected timeline for the project. The RFP will likely ask respondents to present a project plan and how that plan relates to the timeline. At the point at which we will hire the Systems Requirements Contractor, we will be six months into the 3-year grant, but the grant completion data will not change. So we will likely need to work with the Systems Requirements Contractor, once selected, to refine the timeline.

8. *What has been the engagement and buy-in to-date from the state level partners that oversee the Illinois Workforce Development System (IWDS), TANF and Unemployment Insurance (UI) data systems? Have they given an indication to the flexibility of their systems in relation to the IWIS system to be developed? What happens if we are unable to secure data sharing agreements?*

The Partnership has relationships with the three public agencies named in the Workforce Innovation Fund grant, two of which sit on the workforce investment board. The real challenge is to figure out how it can work, especially with the different technologies – this is the crux of the workforce innovation fund grant. The Partnership, not the Systems Requirements Contractor, will be responsible for securing the data sharing agreements with these state agencies. However, the Systems Requirements Contractor will be responsible for working with the appropriate staff at each agency to understand their data platforms and reporting requirements.

9. *Do each of the state agencies mentioned in the Technical Proposal (Department of Commerce and Economic Development (DCEO), Department of Employment Security (IDES), and Department of Human Services (IDHS)) have one system that the IWIS will interface with or multiple systems?*

The Systems Requirements Contractor will help determine this. Depending on what comes out of the stakeholder engagement process and the technological capacity of other systems identified, The Partnership and Leadership Team may decide to include other systems. For example, in addition to the UI system, IDES has an Illinois Joblink system, and through the process we may determine that we want and it is technologically possible for the IWIS to interface with both Joblink and the UI system.

10. *Can you give some examples of “stakeholders” that The Partnership expects would be end users of the IWIS who would need to be engaged in the planning process?*

The Partnership expects that its WIA-funded delegate agencies in Cook County will be required to use the IWIS system. In addition, since a major component of the IWIS system is to be able to track client services across funding streams and to provide useful tools for providers, The Partnership expects that non-WIA funded workforce providers will also use the IWIS system. In some cases other funders may require their recipients to use the IWIS system as well. The Partnership and the leadership team will play a significant role in helping to identify stakeholders to engage and helping to bring those stakeholders to the table.

11. *Chapin Hall and Public Private Ventures are referenced throughout the Technical Proposal as having already been engaged in this process and even having begun some components of this work. Can you discuss what their role will be going forward?*

The roles of Public Private Ventures and Chapin Hall, described in the Technical Proposal demonstrate work around common performance metrics that has been happening locally. This RFQ process is an open and competitive process to select a Systems Requirements Contractor for The Partnership’s IWIS project. A consultant, who formally worked with Public Private Ventures on this prior work, will provide some assistance with provider engagement and consolidation of the prior work, as a leveraged component of this project (not being paid for out of the Workforce Innovation Fund grant). Chapin Hall has no formal role in this project at this time.

12. *Is there a font size and margin requirement for proposals?*

The Partnership has not set a specific font size or margin requirement for the proposals. Please make a reasonable effort to use a font size, margins and line spacing that are readable.

13. *What is the estimated budget amount for the Systems Requirements Contractor?*

The Systems Requirements Contractor budget was not included in the RFQ because it is not final. The Partnership has \$270,000 in WIF grant funds allocated towards the System Requirements Contractor component, but is working to secure additional leveraged funding. The Partnership expects to have a final budget by the time the RFP is issued and will include the budget in the RFP.

14. *The scope highlights the importance of stakeholder engagement and the development and implementation of a stakeholder input plan. However, none of the questions or point allocations seem to focus on stakeholder engagement. If we wanted to highlight our qualifications regarding stakeholder engagement, should we describe this as part of our response to question 1?*

The third bullet under Question 1 of the Submission Request (facilitated collaborative processes to solicit input from program operators and/or database end users) is meant to get at experience with stakeholder engagement, thus any experience in this area should be addressed within Question 1.

15. *Do you expect to use an off-the-shelf data system or a custom made data system for the IWIS?*

The Systems Requirement Contractor will help determine the system needs, the available technology, and the types of systems that might meet those needs.

16. *Can bidders apply for more than one RFQ/RFP for the Integrated Workforce Information System (IWIS) project? If so, can the same bidder be selected for more than one contracted role?*

Bidders are eligible to respond to both the Evaluation RFQ/RFP and the Systems Requirement Contractor RFQ/RFP, but **cannot** be selected for both. The selected Systems Requirement Contractor will **not** be able to respond to the Systems Development Contractor RFQ/RFP (release date TBD). However, bidders who responded to the Systems Requirement Contractor RFQ/RFP, but were not selected, are eligible to respond to the Systems Development Contractor RFQ/RFP.

17. *My agency is already a vendor of the Chicago Cook Workforce Partnership (The Partnership) and/or was on the vendor list for one of the predecessor agencies (City of Chicago Department of Family and Support Services; Chicago Workforce Investment Council; Cook County Works; Workforce Board of Northern Cook County). Do I need to complete Form B Vendor Application?*

As a new, consolidated agency, The Partnership is developing an updated, consolidated vendor list. It is recommended that all interested agencies complete the new Vendor Application Form to ensure inclusion on the new vendor list. It will also ensure that The Partnership has updated agency contact information and a current description of your agency's available services.

18. *Please describe the elements or scope of content desired in the "agency resume" which is a required attachment to responses to the RFQ.*

There are no specific formatting or content requirements for the agency resume. It can be something your agency already has, such as a brochure or other firm marketing piece, that demonstrates your firm's overall experience, services offered, past clients/projects, etc. This is your opportunity to provide general information about your firm and your qualifications that may not be captured in the required 4-5 page response to the questions.

19. Can you share the list of bidders?

Below is a list of agencies that received the Evaluation and/or the Systems Requirements RFQs. Agencies marked with an "\*" registered to participate on the Systems Requirements bidder webinar. The bidder webinar was not mandatory. Since the RFQ is posted on The Partnership's website and was sent to a number of agencies to distribute, the list below does not necessarily represent the universe of people who may have received or may respond to the RFQ.

<b>Organization</b>
ACMS, Inc
ACS
Actuate Corporation*
Adsystem, Inc.*
AG Kellum and Associates*
Agilex Technologies
AGS Data Systems*
Alba Spectrum
American Archives, Results for America
Arbor Group
Arctic Information Technology, Inc.
Arias Information Solutions, LLC
At Work Solutions
B2B Strategic Solutions, Inc.*
BCT Partners
Bowman Systems LLC
Bronner Group, LLC
Cadence Solutions LLC
CAEL
Cells to Society: The Center on Social Disparities and Health
Center for Governmental Studies
Center for Urban Economic Development at UIC
Center for Urban Research and Learning at Loyola University Chicago
Center for Workforce Learning
CH Mack, Inc.
Chapin Hall at University of Chicago*
Chicago Systems Group
Ciber, Inc.
Cityspan, Inc
Civic Consulting Alliance
Clarity Partners LLC
CLASP
ConnectEDU Inc.*
Corporation for a Skilled Workforce

Crowe Horwath*
CSG Government Services
Curam Software, Inc.
Defran Systems
Designing Success, Inc.
Dynamic Tech Services, Inc.
Early Morning Software, Inc.
Economic Modeling Specialists Intl.
Economic Modeling Specialists Intl.
Egan Urban Center at DePaul
EJP Consulting
Everblue Training Institute
Foothold Technology
Fourth Economy Consulting
Greg Newton & Associates
H. G. Jones & Associates
Harmony Information Systems, Inc.
IBM Corporation
ICF International
IMPAQ International, LLC*
Indiana Business Research Center - Kelley School of Business
Infinite Systems Support
Institute for Metropolitan Affairs at Roosevelt University
Institute for Policy Research at Northwestern University
Internet Professionals, Inc.
IT2 Consultants
J. D. Hoye
Jackie Edens
Jeffrey Marcella
Job Search Board, Inc.*
Jobs for the Future
John J. Heldrich Center for Workforce Development
Julie Langer
Kaiser Group, Inc.
Kana
Kenway Consulting
Kerber, Eck & Braeckel, LLP
Kilbride Consulting, Inc.
LA Works*
Learning Resources, Inc.
Lois Ann Porter

Lois Richards
Lumity
Mathematica Policy Research*
MDRC
Meghann Moses
Metro Strategies
MGT of America, Inc.
MIG & Co.
Millennia Consulting
Morris, Lloyd & Associates, LLC*
Mosaic Services, Inc. / Opportunity Alliance, LLC
MTG Management Consultants, L.L.C.*
National Able Network Inc.
National Center on Education & the Economy
New Ways to Work
Next Generation Inc
NIU Office of Sponsored Projects
Oracle
Pamela Calloway
Paul Simon Public Policy Institute at SIU
Piocon Technologies, Inc.
Policy Planning Partners*
Prado Consulting*
Public Policy Associates Inc.
Robbin and Associates
Senryo Technologies, Inc
Smart Chicago Collaborative
Social IMPACT Research Center*
Social Solutions
Strategic Urban Solutions*
Tec Services, Inc.*
Tech S2, Inc.
The Aspen Institute
The Council for Community & Economic Research
The Urban Institute
The William Everett Group*
Thomas P. Miller and Associates
TMA Resources
TorqWorks (formerly Workforce Associates)
TP Systems*

Trinial, Inc.
Unisys
University of Illinois Institute of Government & Public Affairs
VIVA USA Inc.
Voorhees Center at UIC
West Humboldt Park Development Council
Work Systems
Workforce Consulting Detective*
Workforce Enterprise Service
Workforce Strategy Center

The following agencies were asked to distribute the Systems Requirements Contractor RFQ to their networks. Those with an “\*” registered to participate on the Evaluation bidders call.

<b>Organization</b>
A Better Chicago
Association of Consultants to Nonprofits
Bank of America Foundation
Benchmarking Project*
Boeing Company Foundation
Chicago Community Trust
Chicago Foundation for Women
Chicago Jobs Council*
Circle of Service Foundation
Citigroup Foundation
Civic Consulting Alliance
CME Group Foundation
Cook County Office of Compliance
Eleanor Foundation
Exelon Foundation
Gaylord and Dorothy Donnelley Foundation
Grand Victoria Foundation
Joyce Foundation
JPMorgan Chase Foundation
Lloyd A. Fry Foundation
Local Initiatives Support Corporation
Lumina Foundation
MacArthur Foundation
McCormick Foundation
Metropolis Strategies
Metropolitan Planning Council
Michael Reese Health Trust
National Association of Workforce Boards
National Fund for Workforce Solutions
Polk Brothers Foundation

Prince Charitable Trusts
The Arie & Ida Crown Memorial Foundation
The Axelson Center for Nonprofit Management at North Park University
The Brinson Foundation
The Coleman Foundation
The Elizabeth Morse Charitable Trust
The Field Foundation of Illinois
The Richard H. Driehaus Foundation
The Siragusa Foundation
The Spencer Foundation
The Steans Family Foundation
United Way of Metropolitan Chicago
Wieboldt Foundation
Woods Fund of Chicago