

New York State Volunteer Generation Fund
2012 Training Request for Proposals
FREQUENTLY ASKED QUESTIONS (FAQs)

The following is a list of frequently asked questions and answers generated during the current New York State Volunteer Generation Fund Training Request for Proposals process. The questions are organized by issue area.

1. What is the number of volunteers that would be going through the training program?

This training is for Regional Volunteer Center (RVC) staff. These staff members are administering the ten new RVCs located throughout the State. These attendees will be trained to then provide training to local non-profits and other volunteer organizations within their respective regions of the State.

For more information about New York's Regional Volunteer Centers, visit:
<http://www.newyorkersvolunteer.ny.gov/VolunteerOrganizations/Overview.aspx>

2. What are the roles/titles of the audience members that would participate in training?

Executive Directors/Coordinators, other professional staff

3. What is the number of hours you are allocating for staff training?

Training curriculum will be developed in collaboration with staff of the Office of National and Community Service. No minimum number of hours for training has been set. Rather, the expectation is for the completion of the training topics outlined in the RFP, along with the respective technical assistance for participants. The Office of National and Community Service will evaluate the reasonableness of the timeline provided in each application as part of the total score.

4. What are your timelines or time constraints?

As the Regional Volunteer Centers have been operational since September 2011, the Office of National and Community Service would expect to see curriculum developed during the Spring of 2012 and initial training taking place in the Summer of 2012.

5. When would you like the project completed (specific date or month)?

This procurement is for a one-year contract, beginning in April 2012.

6. Where do you see training take place, individual locations of the various Statewide sites or common locations throughout the state?

Typically, Office of National and Community Service training takes place in localities that are centrally located with easy access for public transportation.

7. This is in reference to applicant qualifications, as specified in section 1.4, on page 7 of the RFP - the first paragraph, third bullet. The RFP specifies that applicants must have 'professional training certification'—can you tell me what that means, and/or provide a list of acceptable certifications?

This reference in no way excludes any consultants from consideration if they do not have "professional training certification". If the consultant does have one or more, the Office of National and Community Service would like to be notified.

8. Is the contractor able to charge attendees to attend the training?

No. The attendees will be responsible for travel costs incurred to attend training, but will not be charged a fee. Costs of providing training (staff time, supplies, etc.) should be incorporated in the training provider's budget. The curriculum that is developed in response to the RFP becomes the property of the State. This requirement is found in the Agreement that is incorporated into the RFP, at page 40 of the RFP.

9. Are the "tools/resource templates" referenced in the proposal currently in use or is it expected that they will be developed by the winning bidder?

Any tool/resource templates will be developed within the confines of this contract.

10. How many trainers need to be trained?

Ten entities will be involved in the training; however, there may be one or more than one representative from each RVC.

11. Will there be a need for translation services to reach non-English speaking audiences?

We are not aware of such a need at this time. The Office of National and Community Service has access to translation services, if such a need arises.

12. What will be the variation in size of the groups who need the training at the different locations?

As this is a train-the-trainer initiative, the group will remain constant throughout the contract term.

13. Will there be flexibility in the method of delivery – i.e. in person, or web based?

Yes, as is noted on pages 30 and 31 of the Request for Proposals, methods of delivery may include any/all of the following: classroom training, distance learning, seminars, technical assistance, other.

14. Will travel costs and learning material costs be covered?

Travel costs of participants will be covered by their individual Regional Volunteer Center budgets. Travel costs of training consultants must be included within the proposed budget.

15. Is follow up to the training required or expected?

As is stated throughout the RFP (initially on page 5), technical assistance must be provided throughout the year to encourage mastery of the material and sustainability of the efforts.

16. How will contractor's effectiveness be evaluated in order to determine continuation of contract?

An evaluation tool will be developed by the Office of National and Community Service, based upon the requirements of the RFP. Training participants will evaluate the effectiveness of the contractor throughout the year.

17. Would applicants with more than five years of experience in online training of adults (but not specifically Volunteers/National Community Service) and leadership as a not-for-profit volunteer be excluded from consideration for this opportunity?

All applications received will be considered for funding, if application submission requirements are met. Proposals will be evaluated based on their ability to meet each programmatic requirement.

18. In our proposal, we will detail how we plan to partner with on this initiative. Our agency will be submitting the proposal, but we would share the grant with the partner, if we are selected. For the purposes of the budget and all related attachments, is the partner considered a subcontractor? (Does the \$617-per-day rule apply)?

It depends upon how the proposal is written. If the partner(s) are an active contributor to the project, they could be considered "staff" rather than "consultants".

19. We have reviewed the outcomes performance targets section, which requires baseline and target (goal) numbers. Can you offer guidance about these numbers? Should the baseline number be 0 and the goal 10 (the number of regional centers that will be trained)? Or is the outcome the projected number of community partners that the 10 regional centers will offer training and support to? The grant requires that the trainings be delivered in a train-the-trainer format to the regional centers' staff members. We know that the ultimate outcome is to have more community partners receive this training, though we are unsure if the number of community partners trained should be part of the first year training grant outcomes.

The training contractor would be required to deliver the training curriculum to 1-2 staff members of each of the ten Regional Volunteer Centers, other key stakeholders as identified by the State Commission Office or Regional Volunteer Center staff. In some instances, due to lack of capacity at the Regional Volunteer Center, the consultant may be asked to coach the RVC staff as they provide the curriculum directly to local agencies.

20. We are required to submit three references. Are you looking for contact information only or would you like us to submit three reference letters along with contact information for each reference? Also, can you please define “public sector” in the context of the reference section? Are you looking for references from government agencies, nonprofit organizations? Both? Anything else?

Letters of recommendation would be welcome. We will accept contact information as well. Public sector organizations include any municipality or local government. We will accept recommendations from non-profit organizations as well.

21. Do we complete and submit the contract application (pages 36-69 of the RFP) along with the proposal or do we only submit this section if we receive the grant?

The contract documents are there for your information. They will be completed with the successful bidder.

22. Do we complete all pages of the budget form, or just the first page?

Please complete all the budget pages, as the latter pages require detail and calculations for each section of the budget, while the first page is a summary.