

## Questions and Responses for: RFP #3067 - Employee Dispute Resolution System

### Questions received from EDR Systems

- 1) The Cost Schedule Form has a space for a cost to provide and then a separate space for an implementation setup cost over a three (3) year period. Are these meant to be two distinct options? (i.e. We can give a lump sum or a breakdown over three years?) In the alternative, is the cost referenced in #1 meant to be the actual design/implementation cost and then, #2 meant to be the costs to maintain the program?

JCPS reply: Yes.

I would suggest the following if you're looking for an actual design/implementation cost and then, the cost for three years thereafter to maintain the program:

1. Cost to design & implement an Employee Dispute Resolution System \$ \_\_\_\_\_
2. Maintenance/Ongoing Costs for Program for First 3 years:
  - a. Year One \$ \_\_\_\_\_
  - b. Year Two \$ \_\_\_\_\_
  - c. Year Three \$ \_\_\_\_\_

This would be acceptable. An Addendum will be issued to update the Cost Schedule Form. The Addendum will be processed and posted Monday, February 13, 2017.

- 2) Is JCPS only seeking the pricing to design and implement a program for employees not covered under a CBA at this time? Question #10 on "Responses for Employee Dispute Resolution System" seems to imply that the cost to incorporate with CBAs is a separate matter to be discussed later in greater detail. Please provide clarification on who should be covered under the initial program design and pricing.

JCPS reply: Non-union employees for now. When contacts expire, we will negotiate into each bargaining unit contract.

- 3) Question 11 under "Responses for Employee Dispute Resolution System" asks for a list of firm's current EDRS Clients. Are you looking a list of fields and sizes? Are you wanting a list of references? We cannot release a full list that has all of our client names for confidentiality reasons.

JCPS reply: Yes, a listing of clients for references. Please provide the clients that you can.

### Questions received from Seven Outsource

- 1) Whether companies from Outside USA can apply for this (like from India or Canada)?  
JCPS reply: Yes as long as services can be performed and contacts can be accessible to address concerns.

- 2) Whether we need to come over there for meetings?  
JCPS reply: Yes.

- 3) Can we perform the tasks (related to RFP) outside USA (like from India or Canada)?  
JCPS reply: We're open to the idea.
- 4) Can we submit the proposals via email?  
JCPS reply: JCPS will not accept replies via email.

### **Questions received from Raymond R. Roelandt, PLLC**

- 1) What will be the relationship of the successful contractor to the JCPS Office of the Ombud?  
JCPS reply: None.
- 2) How many grievances, complaints and/or other issues have been filed in the last three years?  
JCPS reply: Approximately 1,178 in last two years.
- 3) Who will decide which cases are referred to the contractor?  
JCPS reply: District.
- 4) What collective bargaining agreements are in place?  
JCPS reply: JCTA, Teamsters, AFSCME, SEIU.
- 5) Would JCPS prefer a fixed price service or a charge per case service?  
JCPS reply: We'd like proposals for both.
- 6) Would JCPS's outside attorneys be involved in the cases?  
JCPS reply: Yes.
- 7) Will the service be solely for conflicts with parents, vendors or others handled by contractor?  
JCPS reply: Employees only.
- 8) Should contractor be providing alternative dispute resolution training for JCPS employees and board members?  
JCPS reply: Some training.
- 9) What is the scope of issues that JCPS would like to see submitted to contractor?  
JCPS reply: All employee disputes.
- 10) What role will the JCPS in-house counsel play in working with contractor?  
JCPS reply: There will be heavy involvement with in-house attorneys.
- 11) What role will the State Department of Education play with contractor?  
JCPS reply: None.

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