

RFP 17-04: Q & A Digest

TO: Interested Parties
FROM: Workforce Development Council of Seattle-King County
POSTED: July 26, 2017
REFERENCE: RFP 17-04
SUBJECT: WIOA Program Services for Adult, Dislocated Worker, Out-of-School Youth, In-School Youth, and Business Services

DIGEST POSTED TUESDAY, JULY 26, 2017

Question 27: Most recent audit and monitoring reports – is monitoring referring to WDC program monitoring? Our monitoring is happening at the end of July, are we expected to include those results in the proposal?

WDC Answer: Bidders must include two years of monitoring reports as relates to prior regulatory and contract compliance with Federal, State, local, private, or other funding.

Question 28: Org Chart – our org chart is for the agency as a whole and does not show the specific roles of program staff. Should we draw up one specific to the program?

WDC Answer: Overview of the organization’s staffing and management structure, including an organization chart that depicts levels of staff responsibility and division of work.

Question 29: Youth at Work – what is this program and how does our work fit in? If funded, do we become part of the Youth at Work program? If not, how do we connect?

WDC Answer: The Youth at Work year round program is an initiative of the Workforce Development Council of Seattle-King County (WDC) that will develop meaningful employment opportunities for youth ages 14-24 in the Seattle-King County community.

Question 30: “Integrated Service Delivery” with services provided by other WIOA and non-WIOA funded service providers. What is this referring to? Does WIOA-funded mean other WDC funded programs, or any local WIOA-funded program?

WDC Answer: Integrated Service Delivery (ISD) braids relevant resources and services of all WorkSource partners to seamlessly address the training and employment needs of customers in an individualized and personal way.

Question 31: What are “youth formula funds”? Is this different from total award amount? (20% of youth formula funds must go to paid work experience)

WDC Answer: Youth formula funds are WIOA funding. It is a requirement that at least 20% of all awarded youth formula funds be devoted to paid work experiences.

Question 32: Should we write a narrative in addition to the Career Pathway diagram for that question?

WDC Answer: Bidders should respond to question and provide evidence of past performance. Bidders should also include a career pathway diagram.

Question 33: Please give context to the sector strategies related to business involvement, especially 1) Involve small and medium size businesses in developing workforce solutions and 2) Align our approach with regional efforts promoting business retention and growth. How do other youth workforce development programs do this? A few examples would be helpful. The primary focus of our program is on meeting the needs of the youth using the resources we have.

WDC Answer: Sector Strategies refers to collaborating with diverse industry sectors, the WDC brings together employers, educators, economic development, labor organizations, and workforce professionals to create demand-driven approaches to workforce challenges in in-demand industries such as healthcare, aerospace, maritime, manufacturing, construction, and information technology.

Question 34: OSY programs are supposed to “co-locate” with WorkSource; what does this mean? Are we supposed to hold services at a WorkSource location? There is also a requirement that when we exit youth from our program we need to co-enroll them into adult WIOA services. What kind of services?

WDC Answer: OSY services should be co-located with a WorkSource Center or Affiliate. No, there is no requirement that youth are exited and co-enrolled into Adult WIOA. However, bidders should explore strategies to leverage additional resources through adult services.

Question 35: Since GED is not directly part of our program, do we need to set projected outcomes for it?

WDC Answer: OSY/ISY Bidders should project outcomes in each of the categories requested.

Question 36: For OSY positive outcomes: this is a high vulnerability population and we want to be realistic with our projections, but ensure that our targets are competitive. Is competitiveness more about cost per positive outcome or percentage of positive outcomes out of total enrollments?

WDC Answer: Proposals will be scored according to the rating criteria outlined in Section 4: Proposal Narrative Scoring.

Question 37: Will you be releasing a list of bidders who might be interested in partnership opportunities?

WDC Answer: No.

Question 38: Could you please post the RFP cover sheet and compliance form in word?

WDC Answer: RFP 17-04 Proposal Cover Sheet and Compliance Checklist are now posted on the WDC website with the RFP and Appendixes in Word format at <http://www.seekingwdc.org/careers-and-funding-opportunities/>.

Question 39: Do CBOs applying for the Adult Services proposal have to be a WorkSource site? Or is working in partnership with WorkSource desirable?

WDC Answer: CBOs do not have to be a WorkSource site. Adult proposals must be integrated into the WorkSource system.

Question 40: For the requested Projected Outcomes for OSY/ISY (page 15 of the RFP), regarding the number of youth to attain GED or high school credentials, a program serving ages 14 - 24 yrs. means not all youth will be eligible for this outcome. Is your preference for the outcome to reflect:

- number of youth on-track for on-time graduation (i.e. including underclass youth); or
- number of eligible teens (seniors only) receiving GED or equivalent?

WDC Answer: OSY/ISY Bidders should project outcomes in each of the categories requested.

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Question 9: Will the WDC be providing WorkSource facilities and office equipment to the selected vendor, or should the vendor plan to incorporate facilities costs and related office equipment (telephony\ furniture, etc.) in their submitted budget?

WDC Answer: The WDC will allocate workstations at WorkSource location(s), including computer, phone and administrative resources; to contractor staff providing direct service to WorkSource customers.

Question 10: If vendors are to include facilities costs in their budget, please provide a cost per FTE for available locations as well as the amount of FTE spaces available.

WDC Answer: The WDC will allocate workstations at WorkSource location(s), including computer, phone and administrative resources; to contractor staff providing direct service to WorkSource customers.

Question 11: Please confirm that bidders should include costs for computers in their budget.

WDC Answer: The WDC will allocate workstations at WorkSource location(s), including computer, phone and administrative resources; to contractor staff providing direct service to WorkSource customers.

Question 12: Based on RFP Appendix D description of the Management Information System (MIS), can you confirm that the systems available support all required customer tracking and reporting? Do current vendors fully use existing systems or do they provide their own proprietary systems?

WDC Answer: Yes, MIS supports all customer tracking and reporting required. All providers are required to use MIS as outlined in Appendix D.

Question 13: Based on the RFP Attachment D description of the MIS Data Reporting Requirements, should a vendor include costs associated with computer hardware, software, and internet connectivity to comply with this requirement?

WDC Answer: The WDC will allocate workstations at WorkSource location(s), including computer, phone and administrative resources; to contractor staff providing direct service to WorkSource customers.

Question 14: Since the RFP document is silent on the management of Individual Training Account (ITA) funds, can we assume that WDC will manage these funds?

WDC Answer: Providers will manage Individual Training Accounts.

Question 15: RFP Page 10 describes the Projected Outcomes a bidder must address in its proposal. Can the Seattle WDC provide past volumes information that would allow bidders to perform necessarily analysis required to develop reasonable projections? These volumes would include:

- a. Monthly new enrollments by funding stream for last 12 months
- b. Annual enrollments by Worksource center and/or provider for adult and dislocated workers
- c. Annual numbers of adult and dislocated workers receiving basic and intensive services for the last program year
- d. Annual numbers of Adult and Dislocated workers participating in training for the last program year
- e. Employment rate of adult and dislocated workers for the last program year

WDC Answer: Bidders are responsible to provide projected outcomes.

Question 16: Question 3 of the Organizational Background and Capacity asks, "Evidence in support of past performance derived from the organization's most recent audit and monitoring reports (see list of required documents to attach in the attached Compliance Checklist)." Since these are to be submitted as part of the required attachments, is there an expectation to provide a narrative response to this question?

WDC Answer: Bidders should respond to Question 3 and provide evidence of past performance.

Question 17: On the Compliance Checklist (Page iii) we are asked to submit the last two years of monitoring reports. Questions:

- a. Which monitoring report(s) do we submit?
- b. WIOA monitoring reports related to the funding category we are applying for?
- c. All monitoring reports (we have about 14)?
- d. If we have no WIOA monitoring reports what report(s) would be acceptable?
- e. Monitoring reports are just one aspect of monitoring – Do you also, (for a complete picture) want our response to the monitoring report(s) included as well as the closure document for the monitoring?

WDC Answer:

- a. **Bidders must include two years of monitoring reports as relates to prior regulatory and contract compliance with Federal, State, local, private, or other funding.**
- b. **Bidders should provide monitoring reports as it relates to the funding category.**

- c. **Bidders should provide monitoring reports as it relates to the funding category.**
- d. **Bidders must include two years of monitoring reports as relates to prior regulatory and contract compliance with Federal, State, local, private, or other funding.**
- e. **Bidders should provide monitoring reports as it relates to the funding category.**

Question 18: Regarding Customer Engagement (Page 9) – “Describe the organization’s program plan to provide front-end triage processes and quickly greet and engage jobseekers who walk through WorkSource office doors or contact WorkSource remotely.”

The above appears to require that we have a plan to provide front-end triage processes independent of a collaborative approach with a particular site – is this the intent? Also, each site may be somewhat different in its approach. Do we need to describe a program plan for each site that we locate staff at?

WDC Answer: Front-end triage is a collaborative approach. Bidders should describe the organizations overall plan to provide front-end triage processes and quickly greet and engage jobseekers who walk through WorkSource office doors or contact WorkSource remotely.

Question 19: Regarding Sector Strategies & Career Pathways (Page 9-10)

- a. Are these mutually independent?
- b. Are career pathways initiatives or plans limited to the WDC watch and focus sectors?
- c. There is a one page limit for the Career Pathway plan. Is this plan supposed to be a generic “picture” of how we will work with customers in various sectors to progress in a career pathway, or are we supposed to present one specific career pathway (such as Healthcare)? If it is one specific career pathway, can we then only provide training funds for participants in this pathway?

WDC Answer:

- a. **Sector Strategies and Career Pathways are unique design elements.**
- b. **Career pathway plans may include the WDC’s focus and watch sectors or other industries that customers may be interested in exploring.**
- c. **Career pathway plans should be a diagram that visually explains how the organization will work with customers in various sectors. Plans do not limit the organization from providing pathway plans across multiple sectors as driven by customer choice.**

Question 20: Regarding Sector Strategies (Page 10) – “Refer to the ‘Sector Strategies’ link in RFP Section 1.2 above. Proposals must describe how the program will:

- 1. Promote employer involvement in workforce planning and the development of workforce solutions, especially small and medium size businesses.”

Will this be the responsibility of the successful bidder(s) or is the responsibility of the WDC?

WDC Answer: Successful bidders will promote employer involvement in workforce planning and the development of workforce solutions.

Question 21: Regarding Sector Strategies (Page 10) – “Refer to the ‘Sector Strategies’ link in RFP Section 1.2 above. Proposals must describe how the program will:

- 2. Integrate workforce development with regional economic development efforts to enhance business retention and growth.”

Does this mean that that the successful bidder(s) must be actively involved in regional economic development efforts?

WDC Answer: Successful bidders will promote employer involvement in workforce planning and the development of workforce solutions.

Question 22: Regarding Projected Outcomes (Page 11) – For clarification, is it correct that all outcomes are based only on enrollments occurring between the period 10/1/2017 – 6/30/2018 and exclude any customers who might be active from a prior period and continue to receive services on or after 10/1/2017?

WDC Answer: Bidders will project outcomes based on active and enrolled customers between 10/1/17 – 6/30/18.

Question 22: Regarding Projected Outcomes (Page 11) – It appears that the requested date applies only to new enrollments occurring between 10/1/2017 and 6/30/2018. Questions:

- a. Does this mean that the funds requested in our RFP response are only for new customers enrolled between 10/1/2017 and 6/30/2018?
- b. If so and you are a current contractor that will have customers still active after 10/1/2017, will additional resources be added to the contract (if we are a successful bidder) to cover carry-in customers?
- c. Just to be sure, should the projections requested, exclude customers carried in from prior program years?

WDC Answer:

- a. **Bidders will project outcomes based on active and enrolled customers between 10/1/17 – 6/30/18.**
- b. **Awarded bidders will operate under a contract negotiated with the WDC, and will abide by all agreed upon deadlines, to include any necessary planning with new and/or carry-in customers.**
- c. **Projections should be calculated by projected cost per OSY/ISY positive outcome, by dividing the total amount of funding requested in the proposal by the number of projected positive outcomes in the first contract period.**

Question 22: If the WDC requests an oral interview and the individual(s) best suited to participate in the interview during the week of August 21, 2017 are out of the country, are alternatives available (i.e. Skype)?

WDC Answer: Oral interviews may be in-person, over the phone or other online methods such as Skype.

Question 23: Would you please clarify what is meant by required co-location of service for OSY (page 13 of RFP)? Is registering as a WDC Connection Site sufficient?

WDC Answer: For OSY, co-location may include WorkSource Centers or Affiliates.

Question 24: For youth: Any absolutely mandated/documented level of participation in WorkSource offerings, beyond registering with WorkSource?

WDC Answer: Youth must have knowledge and awareness of the full range of services within the WorkSource system.

Question 25: Other than "within reasonable limits," there is no specified cap on operating/overhead/indirect costs (i.e. 20% of total proposal)? Similarly, would WDC offer an recommended

percentage to dedicate to "rigorous fiscal and administrative management" of WIOA contracts?

WDC Answer: Bidders should refer to the budget form.

Question 26: Is any MIS/ETO training provided as part of the contract?

WDC Answer: Yes, MIS/ETO training will be provided.

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Question 1: Is there a template for the Letter of Interest, in addition to following the requirements on page 3 of the RFP?

WDC Answer: No; as outlined in the RFP, the Letter of Intent (LOI) must state the name of the agency or organization intending to bid, the name(s) of any consortium partner(s), and the key contact person's name and information, including phone number and email. The LOI must also state the funding category or categories in which the bidder intends to propose program services.

The LOI shall be delivered electronically via email to: operations@seekingwdc.org by Friday, July 14, 2017, at 12:00 pm (PST).

Question 2: Regarding the Sector Strategy alignment, is food service included in the Watch Sector: Retail/Trade?

WDC Answer: No; Retail Trade (NAICS Codes 44-45) does not include Food Service. That falls under NAICS Code 72 – Accommodation and Food Services.

Question 3: Will there be a bidders' conference, webinar, or other means to obtain further clarification on this RFP?

WDC Answer: Bidders can utilize the Question and Answer process to obtain further clarification on the RFP, posted on the WDC website at: <http://www.seekingwdc.org/careers-and-funding-opportunities/>

Question 4: Is historical data available of how these or similarly purposed funds have been previously awarded (e.g., under WIA); e.g., where to find a list of past grantees?

WDC Answer: In PY16, contractors for WIOA Adult and Dislocated Workers funds included Pacific Associates, TRAC Associates and Neighborhood House; contractors for WIOA Youth funds include King County Employment and Education Resources.

Question 5: The WIOA RFP calls for copies of the last two years of monitoring reports to be submitted with our application. What type of monitoring reports should be submitted? Any programmatic monitoring reports or specifically workforce development program monitoring reports?

WDC Answer: Bidders must include two years of monitoring reports as relates to prior regulatory and contract compliance with Federal, State, local, private, or other funding.

Question 6: Is it appropriate to communicate with your team in the event I would like to visit one or more of your centers?

WDC Answer: WorkSource centers and affiliates are open to the public.

All communication regarding the RFP must be sent via email at operations@seekingwdc.org. Questions will not be answered over the phone, in-person, or directly to inquiring parties in any form, and may not be directed to staff at the WorkSource centers.

Question 7: If an agency intends to bid on both Career Services Adult and Career Services Dislocated Worker services are 2 proposals required, or just one proposal?

WDC Answer: Separate proposals will be required. Bidders must submit a separate proposal for each category from which funding is sought. Each proposal must stand on its own and will be separately scored and evaluated.

Question 8: Can you clarify whether separate proposals need to be submitted for Adult and Dislocated Worker components or whether they can be combined into one?

WDC Answer: See response to Question 7.