Adult and Dislocated Worker RFP Q's and A's

2/18/10

Q: The Dislocated Worker program is mentioned in the RFP as a funding stream. Is this directly tied to the long-term unemployed population which makes them eligible for that program or is this RFP also including services to recently laid off workers? Does this also apply to Displaced Homemakers who may also be included in one of the mentioned barriered populations (i.e. a disabled displaced homemaker).
A: Option A in this RFP is requesting services for both adults and/or dislocated workers who fall into one or more of the significant barrier categories listed in the RFP.

Q: Pg. 10 of the RFP—what is "Kirkpatrick's Level 1?"
A: Donald Kirkpatrick's four level evaluation model is a methodology, first proposed in 1959, to assess whether a course has achieved its objectives.

Kirkpatrick's (1998) Four Levels of Evaluation:

- Level 1 – Reaction: Assesses learners' initial reactions to a course.
- Level 2 - Learning: Assesses the extent to which the learners achieved the objectives.
- Level 3 – Behavior: Assesses the extent to which learners actually apply the lessons learned in the course.
- Level 4 – Results: Assesses the impact of the training course on the bottom line of an organization or the return on investment (ROI) of the training dollars spent.

Q: There is no mention of Admin in the narrative. Is the 10% Admin limit per WIA in effect?
A: Funding for these contracts will be WIA program funds.

Q: Can an applicant have sub-contractors?
A: No.

Q: What is the current cost per participant in the Adult and Dislocated Worker program?
A: In PY08 (July 1, 2008 – June 30, 2009), the average cost per participant including all program costs was:

- Adults: $1,907
- Dislocated Workers: $1,872

Q: Pg. 18 (Evidence of Expertise)—what if staff changes and the person in the workshop video is no longer available to perform this function? We are assuming that as long as the successful applicant has a staff person who instructs clients <u>has the same techniques,</u> etc. that these transferrable skills would be acceptable.
A: That is correct. Although it is preferable that the individual who is in the video will be the one presenting the workshops, it is understandable that staff changes might require another trainer with equal skills and presentation techniques to step in.

Q: Will the successful applicant have to track Adult and Dislocated Worker funds separately?
A: Yes, selected respondents to Option A will need to track Adult and Dislocated Worker funds separately.

Q: How much of the Funding Allocation are Adult funds and how much are Dislocated Worker funds?
A: The funding allocation depends on the budget allocation for the year and will be negotiated with selected respondents during contract negotiations.

2/24/10

Q: The assumption is that direct services to clients (ie case management, trainers, job developers/retention specialists) are considered Program Costs. Please clarify if the following functions are Program costs: Supervision of direct service staff; MIS/Client tracking; Payment to vendors for training, support services, etc.; rent for space where direct services are delivered; marketing of the program and services to the community (including client and employer recruitment).
A: All of a contractor's costs are WIA program costs. For the Budget Worksheet the "Direct Participant Costs" section includes only direct service staff and payments in support of participants. Supervision of direct service staff, client tracking, rent, and marketing are "General & Administrative Costs." WICCO holds the contract for the management information system that tracks client services and will be providing the training to selected respondents at no additional cost.

2/25/10

Q: What is WorkSource Clackamas?
A: WorkSource Clackamas is the WorkSource Oregon One Stop Center for Workforce Region 15 in Clackamas County. This is the physical location where job seekers and career changers register and enroll into the WIA and Wagner Peyser programs. Participants are added into the IMatchSkills employment database and their skills are assessed during the Welcome process and access the menu of resources and services, training services, and develop an employment plan during the Skills Advancement process.
Respondents are strongly encouraged to visit WorkSource Clackamas at 506 High Street, Oregon City to become familiar with the menu of services and the workshops currently being delivered. Respondents will be collaborating and partnering with all of the organizations at the WorkSource Clackamas location and it is expected that selected respondents will have some presence at WorkSource Clackamas.

Q: What is meant by "some presence" at WorkSource Clackamas"?
A: The amount of time selected respondents are at the WorkSource Center is contingent upon the number of selected respondents as well as their program design. Space is limited at WorkSource Clackamas, however we are looking at other spaces in the community to be able to expand service delivery.

Q: Can respondents apply for either Service Delivery Option A, Service Delivery Option B, or both?
A: Yes.

Q: Will you provide training and informational assistance to selected respondents?
A: Yes. We are designing a week long orientation and training.

Q: What is the size of the communities that you serve in regards to job seekers?
A: Since July 1st, over 5,000 people have been enrolled through WorkSource Clackamas. Last year, there were over 7,000 people, which is an unprecedented number.
In the Workforce Investment Council's office you may view a map from 2008 which shows unemployment registrants per area.

Q: How many people are you anticipating will be served by each of these programs? Is there anything established around the number of individuals to be served based upon the two options?
A: For Option A, that would be dependent on the respondent's program design outlined in their proposal.
For Option B, the number of attendees in the workshops would be dependent on the capacity of the workshops. On average, we have approximately 250 individuals attending over 10 workshops per month, however the number of workshops might change and the number of attendees is expected to increase as a result of the needs assessment results.

Q: Are workshops provided at WorkSource Clackamas?
A: Some workshops are being provided at WorkSource Clackamas and some are being provided at Clackamas Community College. Staff can guide you if you would like to sit in on a workshop.

Q: Are you expecting people in outlying areas of Clackamas County to go to WorkSource Clackamas for workshops?
A: Not necessarily. We are hoping to bring some workshop sessions out into the community.

Q: In regards to moving workshops into outlying areas, was there any thought with regard to frequency?
A: As stated in the RFP, an outreach effort is expected to occur at least once per month at minimum. This outreach session will occur in different locations each month. We will work with the successful respondent(s) regarding the feasibility of offering career advancement and employment workshops to outlying areas in the community.

Q: Which organization will provide the needs assessment outlined in Service Delivery Option B?
A: The selected respondent(s) will provide the needs assessment. We will continue to provide workshops while the needs assessment is being done. Based on the results of the needs assessment, the new workshops will be designed and be deployed. The selected respondent(s) will

be providing all of the job search, career advancement and employment workshops and facilitating networking groups and sessions.

Q: Are you looking for one provider for Service Delivery Option B or are you looking for multiple?
A: This is dependant on the program design of the responses received.

Q: For Option B, how long does the video presentation need to be?
A: There is no time limit.

Q: Do the administrative requirements have to be double-sided?
A: The administrative requirements do not have to meet the format requirements outlined on page 11 in the RFP.

Q: What is the purpose of providing a copy of my organization's current financial administration policies and procedures or fiscal guidelines in the administrative requirements?
A: The purpose of the administrative requirements is to verify that your organization is an entity with the capacity to administer federal funds.

Q: Is it expected that Option A respondents include participant training in their proposed budget?
A: Yes.

Q: Is there a specific cap or percentage for "General and Administrative" costs?
A: No.

Q: The respondents of this RFP will be funded with WIA program funds however the budget page specifically has a line item called "General and Administrative." Are all charges to this RFP including supervision of staff, rent, and the salary of the person who inputs the data for tracking purposes and pays vendors, etc. included in the "General and Administrative Section" of the budget page even though they will be paid for with WIA program dollars?
A: Yes.

Q: Are you accepting pre-proposals to review and give us feedback?

A: No. The evaluation tool (with specific evaluation criteria) that the RFP evaluation committee will be using to score proposals is posted on the website.

The evaluation committee consists of Workforce Investment Council Board members and community partners. The Board's Executive Committee will review and discuss the evaluation committee's recommendation. The full Board will take final action at the Board meeting on April 15th. Workforce Investment Council staff will not be making the decision.

3/5/10

Q: We are interested in applying for both category A and B of the recent RFP. Do we need to submit two separate proposals or one combined proposal?

A: You would submit one proposal with 2 separate proposal narratives. Using the Proposal Checklist on page 14 of the RFP as a guideline, you would submit one of Proposal Response Package Requirements 1-4, and two of Proposal Response Package Requirements 5-10.

Q: Please define intensive versus support services per the provided budget form?

A: WIA definitions for supportive services and intensive level services can be found in the WIA law, sections 101 (46) and 134(d)(3), respectively.

> Section 101 (46) SUPPORTIVE SERVICES.—The term ''supportive services'' means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this title, consistent with the provisions of this title.
>
> Secion 134 (d)(3)(C) TYPES OF SERVICES.—Such intensive services may include the following:
>
> (i) Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
>
> (I) diagnostic testing and use of other assessment tools; and
>
> (II) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
>
> (ii) Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals.
>
> (iii) Group counseling.
>
> (iv) Individual counseling and career planning.
>
> (v) Case management for participants seeking training services under paragraph (4).
>
> (vi) Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

Also please review WICCO policy WIA-16, Supportive Services. See link on page 5 of the RFP.

Q: Is there an existing cost range for each of the four participant expenses; intensive services, support services, training – ITA (Individual Training Accounts), and training – OJT/CT (On the Job Training/Customized Training)?

A: We do not have a defined cost range for these expenses other than the limitations outlined in WICCO policies. See WICCO policy WIA-15 Individualized Training Accounts, WIA-16 Supportive Services, WIA-17 On-the-Job Training and WIA-18 Customized Training.

3/9/10

Q: Can you please define and give examples "in-kind and/or leveraged resources."

A: "In-kind" resources are products, space or services not paid for by WICCO funds, but which would qualify as allowable costs of the program if they were. An example would be unclaimed indirect costs or personnel. "Leveraged resources" are any resources provided to support grant activity. An example would be services provided to participants that are funded by another program. There is no requirement to quantify in kind and/or leveraged resources; only to describe.

Q: Would you accept a single collaborative proposal from two individual sole proprietors who plan to combine their talents for the purposes of the RFP?

A: No. WICCO will enter into contract with a single legal entity per proposal.

Q: The Administrative Requirements section of the RFP requests an organization's most recent financial documentation. As a for-profit enterprise, I am uncomfortable making my specific financial information available to the public. Would WICCO accept an alternative?

A: If a for-profit entity wants to protect proprietary information, they should make a statement to that effect in their proposal response and include a management letter from their auditor. WICCO may request additional information in the future.

Q: Your Administrative Requirements include a request for a current cost allocation plan. Is this required of all applicants?

A: A for-profit entity proposing a fixed fee based on deliverables or other organizations planning to charge all costs directly would not need to provide a current cost allocation plan and would need to make a statement to that effect in the proposal response.

Q: As sole-proprietor, I do not have employees. What should be submitted to WICCO to meet the Administrative Requirements regarding an organization's current personnel policies and procedures and assurance of compliance of the Federal Civil Rights law?

A: If an Administrative Requirement does not apply to your organization, provide a statement with an explanation.

Q: The Administrative Requirements' section requests an organization's current insurance coverage. Are all of the types of coverage required and if so, at what level?

A: An organization's current insurance coverage must be included in the proposal response. Additional coverage may be requested of the selected respondents during contract negotiations.

WICCO's existing subrecipient contracts require the follow coverage:

Commercial General Liability insurance including contractual liability coverage with limits no less than $1,000,000 combined single limit;
Automobile Liability Insurance, comprehensive form, with limits not less than $500,000 combined single limit when using motor vehicles in performance of actions authorized under this contract;

Worker's compensation coverage consistent with the laws of the State of Oregon;

A fidelity or surety bond shall be purchased by the Contractor at Contractor's own expense in an amount to exceed the total amount of cash on hand at any time provided under this contract. The bond shall cover all persons who handle funds provided under this contract and shall extend beyond the contract termination dates to the contract close-out date.

Additional Insureds Clause. The liability insurance coverages required for the performance of this contract shall be endorsed to name Workforce Investment Council of Clackamas County AND Clackamas County AND the Oregon Department of Community Colleges & Workforce Development, as additional insureds with respect to the activities performed under this contract.

WICCO's existing professional services contracts require the follow coverage:

The CONTRACTOR shall maintain employer's liability insurance with limits of $100,000 each accident, $100,000 disease each employee, and $500,000 each policy limit.

The CONTRACTOR agrees to furnish the WICCO evidence of business automobile liability insurance in the amount of not less than $500,000 combined single limit for bodily injury and property damage for the protection of the WICCO, its officers, commissioners, and employees against liability for damages because of bodily injury, death or damage to property, including loss of use thereof in any way related to this contract. The WICCO, at its option, may require a complete copy of the above policy.

3/11/10

Q: Are all client expenses to be included in our proposals--specifically On the Job Training (OJT), Individual Training Accounts (ITAs), vocational job specific training and supportive services?

A: Yes.

Q: What were the performance outcomes last program year for the adult and dislocated worker program? Please define the benchmark and program year outcome. Are these common measures applicable for this RFP?

A: The common measures in TEGL 17-05 will apply to Option A in this RFP. For more information see http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2195 regarding these measures.
The end of the year performance for the three common measures is as follows:

	Entered employment	Employment retention	Average earnings
Program Year 2008 (7/08-6/09)	Adult 65.4% Dislocated Worker 76.9%	Adult 90.3% Dislocated Worker 85.6%	Adult $12,928 Dislocated Worker $13,941

3/12/10

Q: Do you want the Administrative Requirements documents submitted in a separate sealed package from the Proposal?

A: The Administrative Requirements documents can be submitted in the same sealed package as the proposal.

Q: Do you want the Administrative Requirements documents also submitted electronically? If so, this will be a very large electronic file or numerous smaller files.

A: No, the Administrative Requirements documents only need to be submitted in hard copy.