

**RFP RFP-21-GCWDB-01. Workforce Innovation and Opportunity Act - Title I
Integrated Services for Adults, Dislocated Worker & Youth Programs
Proposers' Questions and Answers**

Green Country Workforce Board is a newly formed Board and Workforce Area within the State of Oklahoma consisting of two (2) merged areas operating under different fiscal and programmatic models. Some Data requested may not be available.

1. Who are your current providers for these contracts?

Eastern Workforce Board (7 counties) One Stop Operator—ODLE Management. Service Provider—ODLE Management

Tulsa Workforce Board (4 Counties) One Stop Operator—In House. Service Provider—Dynamic Workforce Solutions.

2. What are the contract values?

ODLE Service Provision--\$928,640.01

Dynamic--\$1,622,915

3. Due to the high volume of questions and limited response pages, would you accept attachments as they relate to the proposal questions?

This RFP contains a proposal format. This must be followed.

4. Could you provide some details about this specific requirement as it relates to staff? Upon award, we would like to give priority hiring to incumbent staff in order to meet the expectations of this RFP. We are concerned about mandating bilingual and ASL for each location. "The Contractor is required to have at each center at least one Customer Service Representative (CSR) and/or Career Navigator that has ADA training, knows sign language, and is bilingual. If the Contractor hires someone that does not have this capability at time of hire, they must provide training to them and have them provide these services within 30 days of hire."

Please have a plan on how this can be achieved if it does not exist today. The Contractor must ensure these services are provided either with in-house or subcontracted resources.

5. As a follow-on to question 2, what language are you seeking for bilingual expectations?

Spanish

6. Would you please acknowledge that this information is accurate for the current time period, rather than the one listed? "At the time the contract is written, the actual funding amounts provided for Program Year 2020 for Adult and Dislocated Worker will not be available. It is likely that the only known funding will be for the period of July 1, 2019 through June 30, 2020. Youth Program Year 2020 funding amounts may also be unknown for the purposes of this contract."

Acknowledged.

7. For budget submittal, would you please provide target numbers for Youth, Adult and DW? We realize that not all budget numbers are presently available but request a target for budget design purposes.

Green Country Workforce has a goal of achieving positive outcomes for the clients we serve. This requires a more holistic approach than number of clients served. Please provide information on how barriers are removed, and success is achieved for the long term.

8. Would you provide a current active caseload count for A/DW and Y for the entire area, by office?

The combined caseload for the Green Country Workforce area is approximately 519. A “by office” number will not be provided.

9. Would you provide all follow-up caseload information for A/DW and Y for the entire area by office?

The combined caseload for the Green Country Workforce area is approximately 519. A “by office” number will not be provided.

10. How many WEX and OJT participants are presently active in A/DW and Y by office?

The combined numbers are not available at this time. A “by office” number will not be provided.

11. Would you provide the total number of A/DW and Y you have served in the past 2 program years in total?

The combined numbers are not available at this t. A “by office” number will not be provided.

12. Could you clarify this expectation, as the duties listed appear to be currently offered by Wagner-Peyser staff? “Customer Contact Services Contractor will provide in-bound and out-bound customer contact services to Unemployment Insurance claimants and universal job seekers and provide them with information relevant to job postings, employment services, entitlement programs, hiring events, job readiness events, and referral to the Employment Services Team. Contractor is encouraged to utilize a range of methods for contact including but not limited to phone calls, emails, text system, social media and any others that may develop over the course of the term of this contract.”

The statement says the actions are “encouraged.”

13. Is there anything precluding a prime entity bringing in a partner who will serve as a sub to fulfill the expectations of this RFP?

This will need to be considered on a case-by-case basis.

14. Page 16: “GCWDB is requiring all staff to work and function independently of traditional work sites when necessary.” – Have specific off-site locations already been identified by the GCWDB with agreed upon expectations among all parties? What amount or percentage of time will a staff member be required to work in-office vs. off-site?

No. Percentages are unknown at this time.

15. Page 19: “Some programs...have variables that may reflect inconsistent caseloads among staff. For example, staff that manage high-maintenance programs should have a lower caseload, and low-maintenance programs should have a higher case load.” – Please give examples of what is considered a High-Maintenance Program vs. Low-Maintenance Program. What is considered ‘the standard’ caseload count?

Green Country Workforce expects their service provider(s) to gauge what is appropriate to serve the needs of the job seekers in our area. If GCW deems that a more active caseload should be sought or training is needed, it is expected that the service provider(s) will be responsive to that request.

16. The proposal notes that Business Services are to be provided by the awarded organization. It also notes that Business Services are provided by Board Staff. Additionally, Business Service staff are not noted on the current staffing model. Can you provide some clarity on this?

Business Services are Handled by Board Staff

17. Page 37: Is it the expectation of the GCWDB that the contractor maintain a FTE at each of these locations to provide Title I services or does the contractor have the ability to staff each location on a rotational basis?

Green Country Workforce expects their service provider(s) to gauge what is appropriate to serve the needs of the job seekers in our area. If GCW deems that a change in service delivery or training is needed, it is expected that the service provider(s) will be responsive to that request.

18. Page 41-42: “Staff will work with the customer and training provider to ensure that the enrollment is completed in a timely manner and that the customer *has a very short waiting period.*” – Define short waiting period – some training programs occur only once per year or only once per semester, may already be full, and therefore are not or may not be available until the following year. Has the GCWDB been able to facilitate any partnerships to prevent these instances from occurring to where specific Training Programs can be available just for WIOA enrolled participants?

Regardless of training program availability, job seekers should be served. Alternative training programs could be considered on a case-by-case basis. Define how you would address short waiting periods to ensure enrollment.

19. Page 60 & 62: Adult/DLW & Youth Services “60 documented recruitment and outreach contact per quarter to promote workforce programs and services.” - Please provide more clarification: Does this include contact attempts or only successful contact? Does contact include both potential participants and Community Partners? How does this need to be documented – Logged Calls/Program Notes, Spreadsheet, Word Doc?

Both should be documented in the format that is defined by federal, state, and/or local practices.

20. For the section headline - PREPARE A NARRATIVE OUTLINING HOW YOU WILL PROVIDE THE STAFF REQUIRED IN THE RFP. (PAGE LIMIT – 8), “Describe how you plan to deliver each of the services” a separate question, or does question 1 start with the line below

this lead in? There is no other area in the proposal to describe our approach to providing services. Are we supposed to hit ALL aspects of service delivery for A/DW and Youth and answer the questions in the page limit?

Yes

21. Page 45 of the RFP provides possible funding levels for Youth and Adult. Does the estimated funding for Adult include Dislocated Worker as well?

Yes

22. Does the funding indicated include participant expenses paid by the board or are those withheld from figures provided?

This is the total amount for planning.

23. Please confirm that the org chart is not included in the page limits.

Confirmed

24. Please confirm that Attachment D & E are for informational purposes only.

Confirmed

25. To best ensure compliance with the identified page limits, please confirm question prompts may be truncated or removed.

Confirmed

26. Hard copies require in-person production of the proposal, which may not be possible due to daily changes in company policies across the nation and recommendations from the CDC. Please advise if the email submission of proposal responses will be accepted in lieu of hard copies.

Yes

27. Nationwide, companies are experiencing shipping issues outside their control due to COVID-19 related challenges. Will GCWDB consider receipt of the Bid Proposal via email (by the submission deadline) should there be a shipping issue? Confirmation of tender, prior to the due date, to FedEx would be provided and followed by hard copy delivery.

Yes

28. What are the traffic counts for each center? Please provide for the current program year and the previous program year.

Due to local and statewide variables allowing remote access and the merger of two areas, a traffic count for the new combined region is not available.

29. What staff equipment is available, such as computers, scanners and copiers?

Computers, scanners, copiers, and office phones are provided to staff.

30. Please provide the current staffing information. Specifically, salary and funding stream allocation (Adult/DW/Youth) per full-time equivalent (FTE) for each office.

Green Country Workforce does not have access to pay and benefit information for 3rd party providers.

31. What are the current number of active cases per office by program (Adult, Dislocated Worker and Youth respectively)?

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Duplicate question, please see question #8

32. What are the current number of follow up cases per office by program (Adult, Dislocated Worker and Youth respectively)?

Duplicate question, please see question #9

For questions 33 thru 40

Due to rapid changes in program funding, introduction of new programs throughout the state, and service delivery changes related to the COVID-19 pandemic, providing “by program caseloads” is not a relevant gauge of the quality of service delivery that is expected by our clients and our Board.

Green Country Workforce has a goal of achieving positive outcomes for the clients we serve. This requires a more holistic approach than number of clients served. Please provide information on how barriers are removed, and success is achieved for the long term.

33. For each center, how many adults are currently participating in:
- Occupational training
 - Apprenticeship
 - Transitional jobs
 - On-the-Job Training
34. For each center, how many dislocated workers are currently participating in:
- Occupational training
 - Apprenticeship
 - Transitional jobs
 - On-the-Job Training
35. For each Center, how many in school youth are currently are currently participating in:
- Occupational training
 - Work experience
 - Apprenticeships
 - On-the-Job training
36. For each Center, how many out of school youth are currently are currently participating in:
- Occupational training
 - Work experience
 - Apprenticeships
 - On-the-Job training
 - Alternative secondary school services, or drop out recovery services
37. What is the total number of enrolled participants in each of the three funding streams (Adult, Dislocated Worker, Youth) for the past three years for each center?
38. What is the total number of adult participants that received the following for each of the past two program years?
- Occupational skills training

- OJT
 - Transitional Jobs
 - Apprenticeships
39. What is the total number of dislocated worker participants that received the following for each of the past two program years?
- Occupational skills training
 - OJT
 - Transitional Jobs
 - Apprenticeships
40. What is the total number of youth participants that received the following for each of the past 2 program years?
- Occupational skills training
 - OJT
 - Work Experience
 - Apprenticeships
 - Please provide the Board funding amounts for each of the three funding streams for the last two completed program years.
 - Adult
 - Dislocated Worker
 - Youth
41. Please confirm the start date of the transitional period as stated on RFP page 12.
- July 1, 2021**
42. Please specify the service provision expectations relating to the transitional period contract term language on RFP page 12 related to transition costs, staffing and operations.
- Green Country Workforce expects their service provider(s) to gauge what is appropriate to serve the needs of the job seekers in our area. If GCW deems that a change in service delivery or training is needed, it is expected that the service provider(s) will be responsive to that request.**
43. May additional attachments be included in submitted proposals and if yes, will they be evaluated?
- Yes and Yes**
44. Where in the proposal response order should the Indirect Cost Plan and/or Cost Allocation Plan be included? Please confirm that these attachments do not count toward page limits.
- The Indirect cost plan or cost allocation plan is included with the budget.**

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45. In order to abide by the RFP's narrative page limits, please confirm the questions/prompts are not required to be included in our response and therefore can be truncated or removed.

Duplicate question, please see question #25

46. Please confirm the requested organizational chart is not included in the identified page limits.

Duplicate question, please see question #23

47. Will Attachment B: Budget be made available in Excel format?

See Attachment B.

48. Please confirm Attachments D and E have been provided for informational purposes only and do not need to be returned with bidder's proposal.

Confirmed

49. RFP page 16 states "The Contractor is required to have at each center at least one Customer Service Representative (CSR) and/or Career Navigator that has ADA training, knows sign language, and is bilingual." Please confirm the listed requirements pertain to the comprehensive center in Tulsa.

This applies to each certified center, including Tulsa.

50. In 2020 it appears that many of the board meetings were held virtually. Is it possible to provide meeting minutes and handouts from Full Board meetings from July 1, 2020 through April 15, 2021. Further, are the Full Board meetings recorded for on-demand viewing?

Meeting minutes are posted on the Green Country Works website. Watch for further updates.

51. Can GCWDB please provide performance data from the most recent completed program year?

Please see OKLAHOMA WORKFORCE DEVELOPMENT ISSUANCE #02-2021

[OWDI-02-2021-WIOA-Core-Performance-Measures-and-Performance-Success.pdf](https://www.oklahomaworks.gov/OWDI-02-2021-WIOA-Core-Performance-Measures-and-Performance-Success.pdf)
([oklahomaworks.gov](https://www.oklahomaworks.gov))

52. RFP page 19 references a caseload standard. Please define what the standard is.

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