

**Workforce Innovation and Opportunity Act (WIOA)
Title 1 Adult and Dislocated Worker One-Stop Programs
Request for Proposals Q&A**

Updated Jan. 29, 2019

Similar questions may be grouped together with one answer provided for the group.

Q. Can P4W provide a layout of the PA CareerLink® centers in Pittsburgh/Allegheny County?

A. See further below for scanned floorplan images of PA CareerLink® Downtown Pittsburgh and Allegheny East. Each image is accompanied by a narrative description of the space. PA CareerLink® locations are subject to change at any time throughout the contract period.

Q. Do you require the Statement of Compliance Form for the A/DW proposal? There are no forms (like the ones in the Youth RFP) and currently no signatures required.

A. The RFP cover sheet has been updated with a certifications/authorization section, including a signature line. Please be sure to use the updated version of the cover sheet when submitting your proposal.

Q. P4W has site control, maintains the leases and pays facility costs at both centers. Please confirm that bidders should not include any costs for shared space, staff computer equipment, telephones, fax machines, or printers in their budgets.

Q. We understand that the rent is covered, but will other shared costs like phones, shared supplies, shared copiers, furniture and equipment be covered by P4W?

Q. Is there an existing computer network in the PA CareerLink® centers to which computers provided by contractor staff will be expected to connect?

Q. Will P4W provide the contractor with computers and network connectivity, including internet access?

Q. Should the contractor assume and provide in their budget costs for IT maintenance, help desk, and other support for computers and IT equipment?

A. Through the Resource Sharing Agreement (RSA), staff of PA CareerLink® partner agencies, including the Title I contractor, are provided with basic office furnishings and access to equipment, which includes standard furniture, such as a cubicle or office room, desk, chair, and file storage; telephone

service and related equipment (e.g., desk phone); internet service, including Wi-Fi; and access to multifunction printer/copier/scanners. P4W covers the Title I contractor's share of the RSA costs, and as such, these costs should not be included in proposed budgets. The RSA also covers costs related to information technology, equipment, supplies and furniture shared by PA CareerLink® partners (e.g., conference rooms, signage, brochures) or made available to the public (e.g., Career Resource Center, classrooms).

The Title I provider is responsible for the cost of supplies and equipment not included in the RSA, but necessary to carry out the Title I operation. Such costs include but are not limited to general office supplies, laptops or desktop computers for Title I staff, software applications, server(s) or cloud storage to host files and information, and service/support for information technology specific to the Title I operation. Ownership of materials and supplies, including computing devices, will be determined by the Uniform Guidance.

The supplies and equipment in use by the current Title I provider may or may not be available to an incoming Title I provider in the case of a transition. If a transition occurs, the condition and ownership of all Title I supplies and equipment would need to be assessed to determine appropriateness for use by the incoming Title I provider. As such, applicants should include and clearly identify the costs of supplies and equipment necessary to carry out the Title I operation in their proposed budgets, excluding those costs covered by the RSA. These costs should be well-described in the budget narrative so P4W can classify them as one-time start-up costs, allowing proposal reviewers to differentiate them from the ongoing, longer-term costs of the proposed Title I operation. If a transition occurs, one-time start-up costs will be determined and negotiated during or after contract award. All costs must be reasonable, allowable, allocable, and necessary.

Q. The budget mentions space. Are we required to procure our own facilities? If not, are we being asked to budget for the space of an existing location(s)?

A. P4W has site control, maintains the leases and/or pays for facility costs at both centers. As such, related space costs should not be included in proposed budgets. Locations and hours of operation for the one-stop centers are provided on page 6 of the RFP, which are subject to change at any time throughout the contract period. The current lease for PA CareerLink® Downtown Pittsburgh expires in April 2021. The current lease for PA CareerLink® Allegheny East expires in March 2020.

Q. What are the hours of operation for the buildings hosting each PA CareerLink® center?

A. PA CareerLink® staff are the only tenants located in the space leased for the Allegheny East location. Key access is provided at Allegheny East for staff authorized to receive a key. The hours of operation for the building where PA CareerLink® Downtown Pittsburgh is located (Wood Street Commons) are 8AM to 8PM Monday to Thursday and 8AM to 5PM on Friday. However, PA CareerLink® staff with swipe cards can access the space after signing in with building staff.

Q. Are there resource sharing agreement (RSA) costs? If so, should the RSA cost be part of the proposed budget?

A. P4W will cover the Title I provider's share of the general operational costs included in the RSA; however, all costs directly allocable to the provision of Title I services and not covered by the RSA will be borne by the selected applicant(s) and should be included in proposed budgets. (see answer above for a more thorough explanation)

Q. Please confirm that contractors will not need to provide a telephone system within the PA CareerLink® Centers.

A. Telephone service and related equipment (e.g., desk phones) for staff of partner agencies within our PA CareerLink® locations, including staff of the Title I contractor, is provided through the Resource Sharing Agreement (RSA). Applicants should not include these costs in proposed budgets.

Q. Does P4W provide the selected vendor with access to a document management & document imaging system? If so, will the vendor staff also be provided with scanning equipment and licenses to utilize this system? If the vendor must purchase their own equipment or licenses for P4W's system, please detail the specifications of each item.

A. P4W maintains leases for copying and scanning equipment onsite at both of our PA CareerLink® locations. Related costs are included in the Resource Sharing Agreement (RSA). Applicants should not include these costs in proposed budgets.

Q. Can we get a split of customer traffic for each location?

A. In program year 2017-2018, PA CareerLink® Downtown Pittsburgh received 22,941 customer visits and PA CareerLink® Allegheny East received 17,596

visits. The data represent the total number of visits to our PA CareerLink® centers, not program enrollment. Duplication of individuals exists within the data. Please reference the RFP for more detailed demographic and programmatic information.

Q. The RFP states that the base contract will be one year, from July 1, 2019 to June 30, 2020, with three one-year options. Should bidders submit just the one-year base budget in the template provided?

A. Proposed budgets should include costs for the base contract year only (period from July 1, 2019 to June 30, 2020). Costs for subsequent option years will be determined each year, if and when option years are exercised by P4W.

Q. What is the current staffing configuration for the one-stop career centers and A/DW dislocated worker services?

Q. Are you able to share the current Title I staffing structure in each location?

A. P4W will provide a staff survey for both one-stop centers, including position titles, partner/program affiliation and level of effort (see further below). Applicants should consider the current Title I staff structure for informational purposes only. Applicants should develop Title I staff plans that reflect proposed program models.

Q. What is the current caseload for Case Managers/Career Coaches? What is the projected or expected caseload for Case Managers/Career Coaches for the new contract?

A. Caseloads should be determined by the applicant, according to the proposed program model, and considering the expectations and requirements of the RFP.

Q. Does P4W or the One-Stop Operator provide staffing for the resource center?

A. Per page 18 of the RFP, “The current Title I Provider is the employer of record for the Site Administrator, CSR and CRC Attendant. The selected applicant(s) may be asked to act as the employer of record for one or more of these staff members, in which case P4W will provide additional funds, separate from the amount of funding for any agreements resulting from this RFP.” Applicants should not include costs for the Site Administrator or resource room staff in proposed budgets.

Q. Is there a requirement to hire existing staff and what are the current staffing levels?

A. There is no requirement to hire existing staff; however, as noted in the RFP, “the selected applicant(s) will give first consideration in employment to current employees providing services in the career centers who may be displaced because of this procurement.” See staffing survey below for current staffing levels.

Q. Is the Title I provider responsible for providing supportive services to everyone who comes into the CareerLink?

A. No. Eligibility criteria for supportive services, as defined in the RFP, are as follows:

- Participant must be a WIOA eligible adult or dislocated worker.
- Participant must be participating in WIOA career services or training services.
- Participant must be unable to obtain supportive services through other programs providing such services.

Please see the P4W policy on Supportive Services located here:

<https://www.partner4work.org/document/3rwib-supportive-service-policy/>

Q. What assessment tools are currently used in the Career Centers? Are those provided and paid for by P4W or the Title I Contractor?

A. Applicants should propose assessment tools and related costs conducive to their proposed program. The current Title I provider utilizes several in-house tools to support assessment and planning with job seekers. The current Title I provider also utilizes ONET Interest Profiler to facilitate career planning and the TABE test - Test for Adult Basic Education - to facilitate participation in training, costs for which are paid through the RSA.

Q. Does P4W expect to have a role in eligibility determination for Adults and Dislocated Workers?

A. The selected applicant(s) will determine eligibility using P4W policies and WIOA guidelines. Please see the P4W policy on eligibility located here:

<https://www.partner4work.org/document/3rwib-eligibility-policy/>

Q. How does the WIOA Dislocated Worker program interface/align with Trade Adjustment Assistance (TAA), if at all? Is there a separate staff who manage the TAA program?

A. Trade Adjustment Assistance (TAA) staff are co-located at the PA CareerLink® with Title I Adult and Dislocated Worker staff. TAA staff are employed by the state of Pennsylvania. While TAA and Title I Adult and Dislocated Workers are separate programs, TAA participants are co-enrolled in the WIOA Title I Dislocated Worker program. Because of this co-enrollment, Title I staff generally assist with job search activities for the TAA participants. However, their primary case management is through the TAA staff member.

Q. Are there individuals in the one-stop centers who work with veterans?

A. Yes. The State of Pennsylvania provides a Local Veterans' Employment Representative (LVER) and a Disabled Veterans Outreach Program (DVOP) Specialist to support the one-stop centers. They are not employed by the Title I provider. The Title I provider is expected to serve all veterans and coordinate such efforts with the LVER and DVOP closely. Veterans are a priority for Title I Adult and Dislocated Worker services in Pittsburgh/Allegheny County. Please see the P4W policy on Priority of Service located here:

<https://www.partner4work.org/document/3rwib-priority-service-policy/>

Q. Is P4W procuring a One-Stop Operator as a part of this RFP?

A. No. P4W is not procuring a One-Stop Operator as part of this RFP.

Q. What is the workshop or class schedule for each one-stop center?

A. The schedules for classes, workshops and other events can be found on the website for PA CareerLink® Pittsburgh/Allegheny County, located here:

<https://www.careerlinkpittsburgh.com>

Q. Can you share who currently facilitates the workshops offered at the PA CareerLink® centers? Are these offered jointly by all operators or by contracted agencies?

A. PA CareerLink® workshops are available for all job seekers, facilitated by multiple PA CareerLink® partner agencies. Workshop offerings are subject to change. The current Title I provider offers workshops on soft skills, resume development, LinkedIn, job retention, and other career-related topics. Wagner-Peyser staff offer workshops on networking, civil service employment, transferable skills, and other career-related topics. Staff from other partner agencies also offer workshops related to computer literacy and

basic education, for example. Applicants are encouraged to propose workshop offerings that support proposed program models.

Q. The RFP states that the “Proposal must be submitted in 12-point, Times New Roman font, double-spaced with 1-inch margins.” Can the font and spacing requirements for graphics and tables be smaller as long as the information remains legible?

A. Yes. However, please keep in mind that tables, charts, graphs and other illustrations will be counted toward the page limitations established by the RFP.

Q. Are attachments, in addition to those requested in the RFP, allowed in the proposal? If yes, will the contents be viewed as part of the evaluation?

A. No. Additional attachments not specifically described in the RFP are not allowed and will not be considered.

Q. Please confirm headers and footers are allowed within the 1-inch margins.

A. Yes. Headers and footers are allowed within the 1-inch page margins.

Q. Do the questions/prompts have to be included? Alternatively, can the questions/prompts be truncated, singled spaced and a smaller font size as to not consume the narrative page count?

A. The questions, prompts or headers of the How to Apply section of the RFP do not have to be included in proposals; however, effective proposals will contain all required proposal content and follow the same general order illustrated in the How to Apply section of the RFP.

Q. The narrative section of the response has a limit of 15 pages double-spaced. Is it possible to change that to single-spaced to provide for a more comprehensive response?

A. Proposals must conform to the standards and requirements of the RFP to allow for a fair and effective review by proposal evaluators.

Q. Can P4W post the list of those who attended the bidder’s conference and tour?

A. P4W does not post publicly the names and contact information of individuals and organizations who attend bidder’s conferences.

Q. Will the PowerPoint slides from the bidder's conference be posted?

A. Yes. The slides are now posted to the webpage dedicated to this RFP.

Q. After proposals are submitted, will P4W engage with proposers?

A. Please see the Disclaimers section of the RFP.

Q. To better assess staffing needs, please provide a list of the current neighborhood-based one-stop community access locations covered by the current Title I provider, and the schedule for coverage.

A. Please read and consider all guidance in the RFP regarding service distribution and outreach when drafting your proposal. The RFP asks applicants to describe how information, general assistance and PA CareerLink® services will be offered in neighborhood-based locations, including the place-based and/or population-based factors driving the proposed distribution strategy and specific locations where services could be delivered.

Current service distribution strategies are focused mainly on library locations. Staff coverage provided by the Title I contractor in libraries is shown below, provided for informational purposes only. In addition to these regular hours, the current Title I contractor intermittently provides information and assistance in "pop-up" locations as part of a broader outreach strategy, as described in the RFP. Locations for service distribution are subject to approval by P4W and may change throughout the contract period.

- ❖ Carnegie Library of Pittsburgh
 - Downtown: Mon, Tues, and Wed 8:30 to 4:30
 - Federal Street (North Side): Thurs and Fri 8:30 to 4:30
 - Hazelwood: Wed and Thurs 10 to 4:30; Fri by appt
- ❖ Carnegie Library of McKeesport: Mon 8:30 to 2:30 and Tues 8:30 to 4:30
- ❖ The Braddock Carnegie Library: Mon and Fri 10 to 4:30 and Tues 11 to 4:30

The current Title I provider also provides a staff member in the PA CareerLink® Alle-Kiski Center on Tuesdays from 8am to 4pm, located in New Kensington, PA (Westmoreland County).

Q. The budget narrative instructions in the RFP ask for an indirect cost plan with current approval by a cognizant agency. Is this a requirement for contracting? Or

would Partner4Work (P4W) be willing to negotiate a rate, as is permitted in the Uniform Guidance [§200.331.a.4](#), where an entity that does not have a federally approved indirect rate and the de minimis rate is not viable, a contracting agency is allowed to negotiate an indirect rate.

A. Applicants without a federally approved indirect cost rate, and for whom the de minimis rate is not viable, may propose an indirect cost rate in their proposal. The proposed rate will be subject to review, negotiation, and approval by Partner4Work. Calculation for the proposed rate must be clearly explained in the budget narrative of the proposal (see Proposal Process & Requirements, How to Apply, 6. Budget Narrative).

Q. Will there be a budget for the possible one-month transition period separate from the annual budgeted amount? If yes, will that be negotiated separately after contract award?

A. Should the outcome of this procurement result in a change of the current Title I Provider at PA CareerLink® Pittsburgh/Allegheny County centers, P4W reserves the right to negotiate a transition period during which incoming and outgoing Title I providers work concurrently to ensure a smooth transition and minimize disruptions to job seekers and employers. Such a transition period could accelerate the start date of any agreements resulting from this RFP by an estimated period of one month, requiring the selected applicant(s) to begin on June 1, 2019. The need for a transition period will be determined by P4W during proposal evaluation with related costs negotiated during or after the contract award process. Costs related to a possible one-month transition period should not be included in the proposed budget.

Q. If someone needs training dollars and they meet basic criteria, will the selected applicant have to come to the board for training funds?

A. Yes. P4W will maintain funding for training and provide fiscal administration for approved training. Please see section 5 on Training Services in the Statement of Work for a description of responsibilities related to training.

Q. What is the turnaround time for payment of invoices?

A. Invoices submitted by the 10th of the month will be reimbursed within 30 days. If the 10th of the month is missed, payment could be delayed to 45 days due to the timing of funding draws.

Q. There is no profit line in the budget template. Where should we include profit in the budget template? Is there a limit on the profit percentage?

Q. P4W will only reimburse the provider for actual expenses incurred during the effective dates of the contract. Please confirm that this includes profit as an additional payment.

A. While profit is allowed for for-profit entities, the extent to which a respondent can meet performance objectives while minimizing indirect and profit costs will be a factor in the evaluation process. Profit can be included in the Other section of the budget template and disclosed in the budget narrative.

Q. Is the Title I contractor responsible for directly providing bus passes to eligible participants and making other supportive services payments to vendors? Or is a request for payment made by the vendor and then P4W staff approves and makes the payment?

Q. Are the supportive service costs referenced on page 16 part of proposed budget?

A. Any proposed supportive service costs must be included in the proposed budget and incurred by the provider before reimbursement occurs through the normal invoicing process. P4W will not consider advance payments or direct payments to third parties for supportive services. Please see the P4W policy on Supportive Services located here:

<https://www.partner4work.org/document/3rwib-supportive-service-policy/>

Q. For OJT services, will reimbursement to employers be the responsibility of the contractor and included in the budget?

A. No. Per page 16 of the RFP, "The selected applicant(s) will not be authorized to initiate or issue OJTs or CJTs with job seekers or employers independently; however, the selected provider(s) will promote such opportunities with employers as part of the proposed business services model." Distribution of OJT funds will not be the responsibility of the selected applicant(s). OJT funds should not be included in proposed budgets.

Q. Is the new contractor expected to store the existing paper program/case files and records of the incumbent vendor? If yes, please provide the volume of paper files to be transferred from the incumbent vendor.

A. Should a new contractor be selected, the incumbent subrecipient must retain and, upon request, make available to P4W all financial and program records in accordance with the record retention requirements stated in the incumbent's contract. Paper records pertaining to clients receiving services at the time of transition to a new contractor will be transferred to the new contractor. The volume of these documents will be determined at the time of the transition.

Q. Is the new contractor expected to transfer/convert any electronic records from the incumbent vendor? If yes, please provide the number of records, total storage size, and data fields.

A. Should a new contractor be selected, the incumbent subrecipient must retain and, upon request, make available to P4W all financial and program records in accordance with the record retention requirements stated in the incumbent's contract. Electronic records pertaining to clients receiving services at the time of transition to a new contractor will be transferred to the new contractor. The volume and conversion of these documents will be determined at the time of the transition.

STAFFING SURVEY – PA CareerLink® Pittsburgh/Allegheny County

The following survey represents positions and staffing levels at the two PA CareerLink® centers in Pittsburgh and Allegheny County. This staffing survey is provided for informational purposes only. Applicants should develop staff plans that reflect proposed program models.

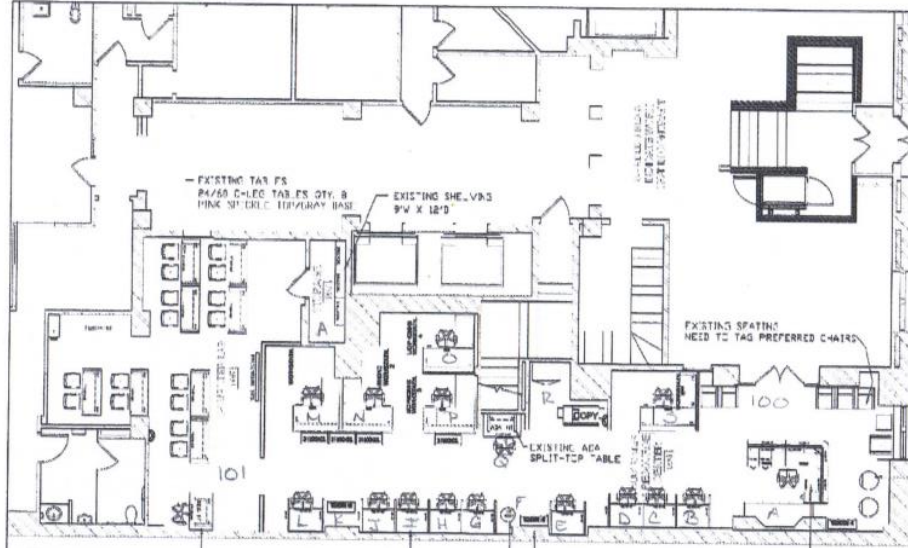
PA CareerLink Downtown Pittsburgh		
Position Name/Title	Funding Affiliation	FTE
Site Administrator	Shared Cost (Title I)	0.5
Customer Service Representative	Shared Cost (Title I)	1
CareerLink Specialist	Wagner-Peyser (BWPO)	2
Employment Interviewer	Wagner-Peyser (BWPO)	2
CareerLink Program Supervisor	Wagner-Peyser (BWPO)	1
Employment Interviewer/RR POC	Rapid Response	1
CareerLink Specialist	TRADE (BWPO)	1
Literacy & Computer Trng. Coord.	Literacy Pittsburgh (Title II)	0.5
Veterans Employment Rep. 1	VETS (LVER)	1
Veterans Employment Rep. 1	VETS (DVOP)	1
OVR Counselor	OVR	1
Project Director	Title I	0.44
Project Assistant/HR Representative	Title I	0.44
Project Accountant	Title I	0.44
Operations Manager	Title I	0.45
Employment Specialist Manager	Title I	0.5
Employment Specialist	Title I	4.8
Business Services Manager	Title I	0.5
Business Services Consultant	Title I	2
Quality Assurance Data Analyst	Title I	0.5
Job Search Skills Instructor	Title I	1
Workforce Economic Development Liaison	Title I	1
Lead Recruiter	Title I	1
Recruiter	Title I	1
CRC Attendant	Title I	1

PA CareerLink Allegheny East		
Position Name/Title	Funding Affiliation	FTE
Site Administrator	Shared Cost (Title I)	0.5
Customer Service Representative	Shared Cost (Title I)	1
Program Supervisor	Wagner-Peyser (BWPO)	1
CareerLink Specialist	Wagner-Peyser (BWPO)	1
Employment Interviewer	Wagner-Peyser (BWPO)	1
CareerLink Specialist	TRADE (BWPO)	1
Literacy & Computer Trng. Coord.	Literacy Pittsburgh (Title II)	0.5
Veterans Employment Representative	VETS (DVOP)	1
Rapid Response Coordinator	Rapid Response (BWPO)	
OVR Counselor	OVR	1
Project Director	Title I	0.44
Project Assistant/HR Representative	Title I	0.44
Project Accountant	Title I	0.44
Operations Manager	Title I	0.45
Employment Specialist Manager	Title I	0.5
Employment Specialist	Title I	4.8
Business Services Manager	Title I	0.5
Business Services Consultant	Title I	1.8
Recruiter	Title I	2
Quality Assurance Data Analyst	Title I	0.5
Retention Specialist	Title I	1
Job Search Skills Instructor	Title I	1
Data and Outreach Specialist	Title I	1
CRC Attendant	Title I	1

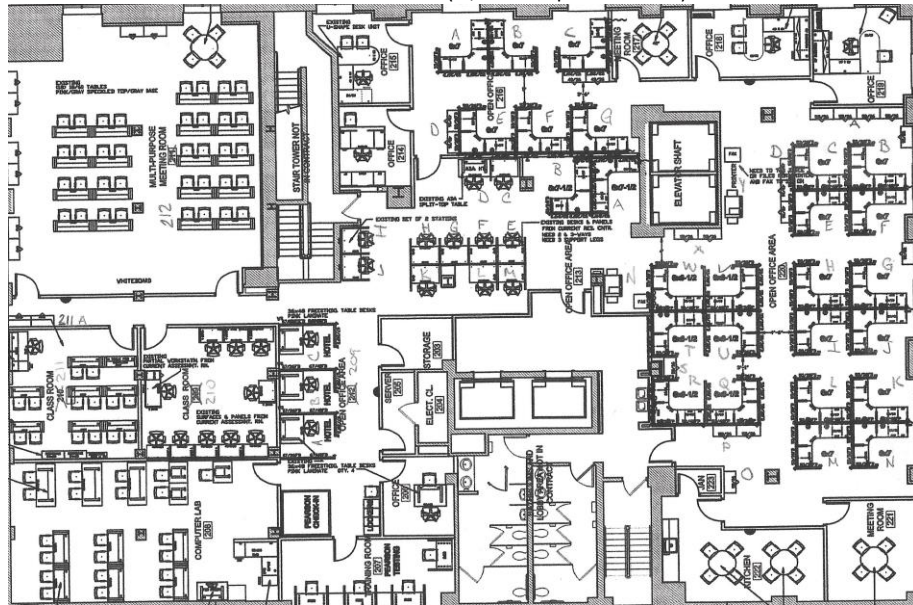
FLOORPLAN – PA CareerLink® Downtown Pittsburgh

The following floorplans are for general information only. Actual configuration and dimensions may differ. PA CareerLink® Downtown Pittsburgh is comprised of two floors. The first floor is 2,399 square feet and the second is 9,731 square feet. The building hosts a variety of other organizations/programs. As you walk into the building, PA CareerLink® first floor space is located immediately to the left. This space contains the front desk, Career Resource Center (CRC) and a conference room. The second floor hosts staff cubicles and a few private offices, overflow space for job seekers or workshop attendees, a private computer lab and conference rooms to host workshops and meetings.

FIRST FLOOR (2,399 square feet)



SECOND FLOOR (9,731 square feet)



FLOORPLAN – PA CareerLink® Allegheny East

The following floorplan is for general information only. Actual configuration and dimensions may differ. PA CareerLink® Allegheny East is a one-floor office suite that is a part of a larger strip mall. It is a total of 10,518 square feet. As you walk into the space, you will find a front desk and sign in. As you turn left, you will pass offices and cubicles of PA CareerLink® employees. After passing these offices and cubicles, you will find yourself in the Career Resource Room (CRC). This CRC is slightly larger than the CRC found at PA CareerLink® Downtown Pittsburgh. In addition to staff offices, cubicles, and the CRC, PA CareerLink® Allegheny East has several conference and meeting/training rooms throughout the space.

