



WIOA Adult/DW RFP Public Q & A

January 23, 2020

Question:

On page 10 of the RFP, points C and D state respective page limits as single-spaced, while later on page 10, bullet points indicate that the "5 hard copy original proposals" should be submitted double-spaced. Which is correct?

Answer:

Single-spaced is correct.

Question:

On page 10 of the RFP, point D lists two sub-bullets, "Program Services Work Plan/Timeline" and "Service Delivery Flowchart" as included in the 10 page single-spaced response limit for "Program Specific Questions." On page 22 of the RFP, these same two components are listed as separate items on the "Appendix A: Required Proposal Checklist." Do the "Program Services Work Plan/Timeline" and "Service Delivery Flowchart" count toward the 10 page response limit for "Program Specific Responses," or are they to be submitted as separate appendix items?

Answer:

"Program Services Work Plan/Timeline" and "Service Delivery Flowchart" are to be included in the "Program Specific Responses" and do count toward the 10 page single-spaced response limit. All other items in the "Appendix A: Required Proposal Checklist" are to be included as separate appendices.

Question:

On page 10 of the RFP, instructions state that one electronic copy of the proposal is to be submitted by email and five hard copies are to be submitted as well. One requested audit document is very lengthy when included in full- is it necessary to include that audit document in each of the hard copies, or would submitting that document once via the e-submission suffice?

Answer:

It is not necessary to include the audit document in the 5 hard copies submitted, submitting it once via the e-submission is sufficient.



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Question:

On page 10 of the RFP, it is requested that 5 hard copies signed in blue ink are submitted in addition to the e-submission. Do each of the 5 copies submitted need to have an original signature in blue ink or can they be photocopies of a signed original?

Answer:

Each copy does not need an original signature, they may be photocopies of a signed original.

Question:

On page 10 of the RFP, a submission deadline is identified. Are the requested five hard-copy proposals required to arrive before that deadline?

Answer:

The e-submission must be received by the indicated deadline. The five hard-copy submissions may arrive after the deadline, but must be postmarked no later than the submission deadline date.

Question:

On page 11 of the RFP, it is indicated that interviews following proposal submissions will be scheduled between March 9 and March 12. Later in the RFP, it indicates the interview window as March 9-March 10. Which of these is accurate?

Answer:

Interviews will be scheduled between March 9 and March 10.

Question:

On page 16 of the RFP, the sentence in point C vii is incomplete. What is the rest of this sentence?

Answer:

The sentence should read: "Collaborate with other PacMtn WIOA funded programs like WIOA Youth and WIOA Business Services, as well as projects resulting from additional competitive WIOA funds such as Rapid Response dollars or similar."



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Question:

On page 16 of the RFP, a sentence reads "Please limit responses to four (5) pages, not including attachments." Is the limit four pages or five?

Answer:

Five pages.

Question:

If submissions include charts, graphs, or other images as a part of a proposal component with a page-limit, can text associated with these images be smaller than 12pt font?

Answer:

Yes.

Question:

If entities submitting proposals choose to include the question in their response statements for clarity in which question is being addressed, can the question text be smaller than 12pt font?

Answer:

Yes, as long as the text is not so small as to be illegible.

Question:

Page 28 of the RFP states that a final award amount has not yet been established, and instead indicates an anticipated funding range for services. Can the WDC inform on whether it would be idea to budget high or low within that range within their proposed budget for services?

Answer:

The WDC cannot instruct bidders on whether to project a higher or lower budget. This decision is up to bidders to determine and should be an accurate and realistic projection of what it would cost to provide the services proposed in a bidder's submission.



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Question:

If a submission includes a Table of Contents, would that page count toward the overall submission page limit requirements?

Answer:

No, a Table of Contents may be included without counting toward the identified page limits.

Question:

Are there any file size limits on the server hosting receipt of the email submissions?

Answer:

There are no anticipated issues with server capacity to receive email submissions based on file size. There is, however, a 25MB attachment size limit per email submitted. In the unlikely event that your submission exceeds the 25MB attachment limit, you can submit your proposal attachments via multiple emails, clearly labeling "Part I," "Part II," etc. in your submissions to ensure nothing is received out of order.

Question:

Will there be a submission receipt email after the e-submission is successfully received?

Answer:

Yes.

Question:

Are their occupancy fees for staff that are placed or operate out of connection sites?

Answer:

Fees for operating at a connection site would need to be negotiated between the provider and the connection site. Some vendors have relationships with the connection sites in which they operate, some for no fees. There are occupancy fees associated with staff placed at WorkSource Affiliate Sites (Shelton, Lewis, and Grays Harbor). Please note that whichever entity is awarded this grant will be required to house staff at each of these affiliate sites.



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Question:

What methods are currently utilized in the WorkSource PacMtn System to solicit customer feedback?

Answer:

Currently email and hard copy customer satisfaction surveys. The solicitation of voice of the customer is still in early stages in the system and has room for growth beyond these current methods.

Question:

One of the indicated values for this RFP is a focus on technological access to serve rural areas. Does PacMtn WDC have current knowledge or conversations about the expansion of broadband internet services in remote areas of the PacMtn WDA?

Answer:

PacMtn WDC does not have a current internal conversation about the expansion of broadband internet in rural areas of the region. However, the Timberland Regional Library system, a WorkSource PacMtn Community Partner and Connection Sites, has a current active conversation on this topic.

Question:

Given the current state of challenge and changes with the CRM State Database (ETO), will the entity selected for this grant award be allowed to bring in and utilize their own CRM, or will they be required to use ETO?

Answer:

At this time, the grant awardee is expected to use ETO. The WWA is currently partnering with ESD to discover and implement the best future CRM solution.

Question:

What additional CRMs are currently being used for business services?

Answer:



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WIOA Business Services contractor the Thurston Chamber utilizes Salesforce in addition to ETO, which is not formally allowed or disallowed in their contract.

Question:

What organizations hold the current contracts with PacMtn for this program ending 6/30/20?

Answer:

The current contract holder for WIOA Adult Services/Dislocated Worker Services for the WorkSource System is Career Path Services.

Question:

What was the contract total from the former program year and how many individuals were they to serve?

Answer:

For PY19-20, the contract total for WIOA Adult Services for the WorkSource System was \$866,967 to serve 285 participants, and the contract for WIOA Dislocated Worker Services for the WorkSource System was \$835,255 to serve 328 participants. These contracts were written separately but awarded in unison to the same service provider. However, something important to note is that the structure of these contracts moving forward has been fundamentally altered from former contract cycles, so it is critical that bidding entities consider the information in the RFP for the current procurement cycle to propose a scope of work and budget in alignment with the budget range, priorities, and values delineated of the current cycle and not former iterations.

Question:

Is the contract PacMtn has with the State of Washington Employment Security Department available for review? If yes, where can it be accessed?

Answer:

PacMtn has a grant subaward agreement with Employment Security Department. All information pertaining our fund award and contract requirements are located at:

wpc.wa.gov/grants/wioa



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Question:

What are the federal and WA State grant/contract numbers through which the funds for this program will be provided?

Answer:

Catalog of federal Domestic Assistance (CFDA) numbers 17.258 Adult, 17.278 Dislocated Worker. The Notice of Fund Availability (NFA) establishes the amount of reimbursable costs. You can find the reference information for all the detail at:

Wpc.wa.gov/grants/wioa

Click "PY19/FY20NFA Table" under "Notice of Funds Availability"

Question:

I do not see any Q & A posted on your website where indicated. Have you posted any yet?

Answer:

Questions and answers were collected at the Bidders' Conference on 1/22/2020 and posted publicly on the morning of 1/27/2020. Further questions are invited by email to contracts@pacmtn.org through 2/6/2020 at 4:00pm. These questions will be answered and posted publicly to this Q & A document as quickly as possible after receipt. Individuals emailing with questions will receive a response message to confirm receipt of their questions, but answers to questions will not be addressed via email. We encourage all bidders to check the Q & A document frequently as it will frequently be updated during this process.

Question:

Will you consider funding proposals that do not include the entire service area and/or the provision of services to all the identified target populations and/or PacMtn priority populations as detailed on page 8 of the RFP?

Answer:

The successful proposal will address service provision for all target populations and/or PacMtn priority populations in the entire service area as identified in the RFP.

Question:



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As the successful bidder is required to have the program fully operational on 7/1/20, will gearing-up expenses be allowed from the time the contract is executed until 7/1/20?

Answer:

The contract will not be executed until 7/1/2020. Therefore, no funds can be spent prior to the start date of the contract. "Gearing-up expenses," or expenses incurred prior to contract, are not reimbursable under WIOA. It is expected that service commence on the contract execution date of 7/1/2020.

Question:

What activities, requirements, other are you anticipating the contracted organization will need to be prepared for during the "Transition Period for Contract Start-up" in May and June?

Answer:

PacMtn expects the successful bidder to ensure staff are in place and prepared to execute the contract on the schedule we established. The successful bidder should be ready to receive all hard copy files for active participants and follow-up participants. If necessary, PacMtn staff will assist in the transition communication with participants as to ensure a smooth transition. If a transition occurs, PacMtn assumes responsibility to ensure both new and former contractors are provided adequate information and support for a successful transition.

Question:

Do you have an estimated number of "carryover" customers will need to be served by the contractor starting service provision on 7/1/20?

Answer:

Participant carry over numbers can range widely from year to year. The below are the carry in numbers for the last two contract years:

PY19 Adult Carry In= 96

PY19 DW Carry In=84

PY18 Adult Carry In=120

PY18 DW Carry In=225



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Question:

Was the Bidders Conference that took place on 1/22 recorded or will there be a transcript available?

Answer:

The Bidders' Conference that took place on 1/22 was not recorded and a transcript will not be available. However, PacMtn staff at the Bidders' Conference took down all questions and answers, and have compiled these questions and answers in a Public Q & A document that was posted to the PacMtn website on 1/27, available at this link:

<https://pacmtn.org/service-provider-opportunities/>

Question:

Regarding the proposed budget, should the cost per participant include the Operating Costs? If no, are we required to provide a detail of these costs? If yes, what level of detail and where should we include the Operating Costs in the narrative

Answer:

Yes operating costs should be included in calculating cost per participant. The Budget template is a summary of cost categories. It is not necessary to provide underlying detail. However, a narrative should accompany the budget explaining what types of expenses are included in the categories, what portion of costs would be allocated to participant expenses, the types of participant expenses and numbers of participants served that meet the vision of the proposal submitted.

Budgets drive behavior and your budget should reflect the goals and vision of your proposal.

Also note that the awardee of the contract will be subject to monitoring all costs must comply with WIOA or will be disallowed.

Question:

What level of detail are you requesting in the narrative for participant costs?

Answer:



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The narrative should include a description of the types of work-based learning activities, numbers of participants anticipated to be served, and anticipated cost per participant.

Question:

Can you provide a copy of the "required cost sharing Memorandum of Understanding and Infrastructure Funding Agreement" as noted on page 15, 1.g?

Answer:

The current Memorandum of Understanding and Infrastructure Funding Agreement are located on the PacMtn website at:

https://pacmtn.org/wp-content/uploads/2018/03/MOU_IFA-Documents-and-signed-pages-combined-1.12.18.pdf

Both can also be provided via email by request.

Question:

Can you provide a copy of the "Memorandum of Understanding (MOU) and Data Sharing Agreement" as well as the "non-disclosure agreement after receiving training" noted on page 18?

Answer:

Yes, we can provide via email by request.

Question:

Please confirm that question prompts can be abbreviated or removed from the respective narrative sections.

Answer:

It is entirely the Bidder's choice whether to omit or incorporate the prompt question in their narrative response formatting. Bidders may abbreviate prompt questions in their narrative responses if they so choose and may alternatively elect to use smaller (while still legible font) when including the prompt question in their narrative response formatting. The narrative response to the prompt question, however, must following the formatting guidelines indicated in the RFP.



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Question:

Please clarify if we are to use the outline A-C on page 10 of the RFP to structure our document, or if we are to use the outline prescribed by Appendix A: Required Proposal Checklist on page 22 of the RFP.

Answer:

Please use the Appendix A checklist to order your submissions.

Question:

If necessary, may we alter or recreate Appendix B:4 Past and Current Contracts Form to allow room for a thorough response?

Answer:

Yes, as long as the 5 areas are addressed. Funder, contract amount, start/end dates, funder contract, outcomes achieved and the two questions are answered

Question:

Page 17 requests yearly audits or financial reviews. Please confirm audits are excluded from the page limit of the "General Questions – Financial Accountability/Organizational Capacity" section.

Answer:

Audits are excluded from the page limit of the "General Questions – Financial Accountability/Organizational Capacity" section.

Question:

Page 17 requests a copy of the cost allocation plan. Please confirm the cost allocation plan is excluded from the page limit of the "General Questions – Financial Accountability/Organizational Capacity" section.

Answer:

The Cost Allocation Plan and/or written Policy/Procedures are excluded from the page limit of the "General Questions – Financial Accountability/Organizational Capacity" section.



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Question:

Per the specifications on RFP page 18, is documentation of insurance required with the proposal response or only upon contract award?

Answer:

Required upon contract award.

Question:

RFP page 26, Appendix B.3 under Proposed Performance Outcomes lists "Enrollments Basic Services" and "Enrollments: Intensive Services." What are the definitions of "basic services" and "intensive services" for the proposed performance outcomes?

Answer:

Appendix B:3 can be found on page 25 of the RFP. The definitions of these terms are as follows:

Enrollments – Basic Services: Participant enrollments into Adult: Basic Services Only in ETO for participants that will receive basic support services (ex: career coaching, resume assistance, interview preparation, direct linkage referral, etc.) but are ineligible for intensive service enrollment. This is currently a WorkSource System shared responsibility.

Enrollments – Intensive Services: Participant enrollments into Adult and/or Dislocated worker programs in ETO for participants that are eligible for intensive service provision (ex: ITAs, WEx internships, utility/transportation/rent support, etc.) This is currently the responsibility of contracted service providers, but is subject to change as the WorkSource system continues to evolve in integrated service delivery.

Question:

Will the Board make an Excel version of the Program Budget Form available?

Answer:

Yes, We can provide via email upon request