



RFP Technical Assistance – Questions and Answers
Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker
Job Seeker Services

Posted 10/24/2024:

1. Can you please clarify the information needed for references as it relates to question A.3? Are these partners that we have worked with that could attest to our work? For example, can it/should it be partners that have worked with a current ADW program?

Answer: Relevant references can include funding organizations or other organizations and programs that you have collaborated with to deliver WIOA services or other services and programming. References should be able to attest to your work and success in meeting deliverables with projects.

2. Please provide clarification regarding staffing. The RFP says one FTE at the PA CareerLink® location is accounted for, but the RFP also lists at least four employee positions that need to be filled to perform contract duties. Can the other staff work out of the PA CareerLink® offices? Does the contractor need to have additional offices to house the other staff, or can we run the program primarily out of the CareerLink center?

Answer:

The full-time equivalency (FTE) is the amount of funding necessary to cover costs for staff to be located in the PA CareerLink®. The Greeter and Career Resource Area Staff are positions included in the Operating Budget, which means costs are shared across partners in the PA CareerLink® because of the value-add to the entire system. All of these employees work on-site in the PA CareerLink®. Respondents do not need to have additional office space for staff.

3. Is there a specific timeframe in mind for follow-up services? 30- 60- 90- 180-days?

Answer: In accordance with WIOA Rules and Regulations, follow-up services must be maintained for one year from the participant's exit date. Advance Central PA does have expectations for follow-up service delivery timelines customized to meet individual needs based on known or perceived challenges/barriers etc. Follow-up must be adequate to proactive and reactively help a participant persist in employment.

4. It is our understanding that the contract is to service all the Central Region including all the counties listed. Please clarify are we to have staff in each PA CareerLink® office?

Answer: Respondents may choose to propose services in all or some of the PA CareerLink® offices in the Central workforce development area; however, respondents should be mindful of the available budget as listed in the RFP because it is what is available for services in the whole region. Proposals that reduce administrative costs are welcome.

Further, front-line staff involved with day-to-day operations of Job Seeker Services must each be based in a PA CareerLink® office.

Proposers may suggest alternative locations for program management and a final determination will be made by Advance Central PA. If a proposer suggests an alternative location for program management, justification for that decision should be provided along with a description for how often the program manager(s) will be onsite at a local PA CareerLink®.

Other management staff are not required to be based in the PA CareerLink® office.

Posted 10/30/2024:

5. Looking at the Organizational Qualifications and Relevant Experience section #2 TEAM OVERVIEW. You ask to attach a brief bio to highlight the strength of the known team members. You also ask to provide a description of the key qualifications and job duties. For this, do you want the description of the key qualifications and job duties to be included in the narrative section or would you prefer an actual job description be attached along with the bio?

Answer: You may be referring to B. Staffing, Capacity, and Oversight, item 2. In this case, you may attach brief bios that highlight the strengths of known team members; this indeed is an attachment. Please respond to the rest of this question within the Template-Proposal Narrative Responses, including a list of team members and the portion of time they will dedicate to this scope of work and a brief description of key duties for each of the proposed positions.

6. Do we anticipate the ACP will continue to pay the Workforce 180 license for staff in 2025 or should we build it into our budget? Or perhaps it will only be a one-year license?

Answer:

Advance Central PA does not intend to acquire special funds to support a continued license for Workforce 180 training for PY2025 as current provider staff should be completing available trainings in the current year. A respondent may include a budget for

trainings and provide narrative regarding the value to staff and the scope of work. Continuous professional development is valued by Advance Central PA.

Posted 11/4/2024:

7. **Advance Central PA's Region and Demographics** – 2nd Paragraph “Median household income range...” Is there a chart to reference for other counties and their Self-Sufficiency Standards?

Answer: For further information regarding central region counties and their Self-Sufficiency Standards, please utilize the Self-Sufficiency Standard at the Center for Women's Welfare, University of Washington website (referenced in the RFP) and its corresponding calculation tool here: <https://selfsufficiencystandard.org/calculator/>

8. **Contracting Period.** Should the budget be for one (1) Fiscal Year?

Answer: The budget should be for one year as outlined in the provided Budget Template on the Advance Central PA website. There is a tab for the proposed Job Seeker Services Budget for July 1, 2025 - June 30, 2026. All tabs in the Template should be fully completed, including a projected budget for July 1, 2026 – June 30, 2027.

9. **Capacity for Related Projects.** Is there additional information about Reboot?

Answer: Reboot provides support and career coaching to residents of Central Pennsylvania who have been impacted by the opioid crisis and determined eligible based on set criteria and assessments. Reboot staff provide services such as but not limited to:

- One-on-One Staff Support
- On-the-Job Training with Local Employers
- Tuition Assistance
- Career Coaching and Job Search
- Follow-up Support for Maintaining Employment

Reboot staff have received specialized training to work with individuals impacted by opioid use and other SUDs and have experience helping individuals with a criminal background history, those who have been out of work for a long time, and those who want to make a career change.

Advance Central PA currently has a competitive grant that funds the Reboot staff.

10. **Collaborative Grant Management Meetings.** Will these be in-person or virtual?

Answer: Advance Central PA allows providers to use virtual meeting platforms at their discretion but still expects providers to meet in person throughout the program year. Since

provider staff will be located onsite at the various PA CareerLink® sites in the region, providers can make determinations on the utilization of in-person vs. virtual meeting formats based on necessity, travel, and the information being delivered/discussed.

11. **Evaluation Criteria.** Should the response outline follow the Evaluation Criteria or the Scope of Work? Or something else entirely?

Answer: The response outline should follow **RFP Response Template – Proposal Narrative Responses** located on the Advance Central PA website. Responses should carefully consider the Evaluation Criteria while aligning to the Scope of Work described in the RFP.

12. Is it the intention of Advance Central to have at least one of each requested staff member (Greeter, Welcome, Career Resource Area, Workshop Instructor, Case Management) at each PA CareerLink® site? (So there would be a minimum of 30 staff? 5 at each of the 6 PA CareerLink® sites?) Or can some staff, like for the Case Manager position, be flexed and work out of two PA CareerLink® sites?

Answer: Instructors and case managers can be shared across sites when reasonable and if caseloads and onsite foot traffic permit. It is the intention and expectation of Advance Central PA that greeters, welcome staff, and Career Resource Area staff be at each location, as their roles are necessary for operation and may represent the “first contact” someone has and/or be necessary for delivery of basic career services.

Posted 11/7/2024:

13. For virtual service provision, please verify if there needs to be virtual service provision out of each PA CareerLink® Center, or if virtual services can be localized and provided from one PA CareerLink® Center?

Answer: Customers at varying points in their enrollment may choose to utilize virtual services or in-person services, dependent on their schedule, transportation, or other reasons. Therefore, providers should be ready to deploy either service from any location.

14. For the listed Basic Career Services Staff, are each listed staff positions mutually exclusive? i.e. Does the Greeter and Welcome Staff have to be different personnel in different positions? Does the Career Resource Area Staff and Workshop Instructors have to be different personnel in different positions? Or can an Administrative Assistant fulfill both the Greeter and Welcome Staff requirement? Or can a Workforce Trainer fulfill both the Career Resource Area Staff and Workshop Instructor requirements?

Answer: Each listed staff position is mutually exclusive. However, there may be opportunities for an instructor to work across various sites, providing in-person and virtual workshop opportunities.