

Request for Proposals: #2018 – 002
WorkOne Indy Training Services

1. Page 14, (iii) Data Collection & Evaluation 1 - collect appropriate data: If this is not referring to a "service" to be entered into Indiana Career Connect, what type of data do you consider to be "appropriate and accurate for entry"?
 - a. *Data considered appropriate and accurate for the services described in this RFP include basic demographics for each workshop &/or lab participant (name, email address), workshop/lab attended, and date and time of attendance. Note, this is not an exhaustive list of data points and additional data points may be required.*
2. Page 18, Systems Measurement C, Contract Type, Transition Period - Outside of the vendor taking over the currently existing facilitation tasks, what does EmployIndy envision the transition period to look like?
 - a. *The transition period will be negotiated with the selected provider on a case-by-case basis but may include EmployIndy Provider onboarding and such tasks as hiring staff and review of current workshops.*
3. Page 24, 6 Budget Narrative, B Personnel Salaries & C Fringe Benefits - Will financials and formulas used be kept private?
 - a. *Because we are federally funded, we do have an obligation to share some information with monitors, auditors and our Board.*
4. Misc. - What is the current annual contract amount for the 2 existing trainers?
 - a. *The two existing trainers have additional duties and their responsibilities are not equivalent to those outlined in this RFP therefore the existing annual contract amount is not necessarily relevant to this RFP. EmployIndy expects all providers to pay staff competitive rates.*
5. Page 4 states that WIOA is a primary source of funding for the services described in the RFP. What other sources are contributing to the scope of work?
 - a. *WIOA is the primary source of funding and there are no other planned sources of funding at this time.*
6. Page 12-13 states that workshop delivery hours will be set by EmployIndy. Please explain or expand upon how the scheduling takes place. Is the scheduling process typically ad hoc, fixed, etc.?
 - a. *Pages 12-13 refer to the WorkOne Indy hours of operation which are set by EmployIndy and the Training Provider will be required to be available to deliver workshops and labs. Pages 14-15 describe expectations for the scheduling and deliver of workshops and labs which may be ad hoc and/or fixed depending on customer needs.*
7. Does Attachment 3 contain a complete listing of all of the workshops currently offered? If not, please share a complete list of the workshops currently offered.
 - a. *Attachment 3 contains the list of typical workshops offered. Additional ad hoc workshops that are customized are also offered as needs arise.*
8. What is the current workshop schedule?
 - a. *Current workshop schedules are posted online at WorkOneIndy.com. To access the schedules, register for a WorkOneIndy.com account, login and*



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go to the "Learning Events" menu option and click on "Printable calendars".

9. What objectives or goals were not being met by the previous provider?
 - a. *There were not objectives or goals that were not met by the previous provider. EmployIndy chose not to reissue an RFP for this service last year due to reorganization.*
10. Page 13 states that there were 4,052 workshop attendees during a 6-month period. Please provide detail about how many workshop attendees participated in the classroom and how many participated online.
 - a. *All reported workshop attendees participated in-person. Currently, live online workshops are not available.*
11. Moving forward into the new contract year, what is the expectation or projected total of workshop attendees participating in-person versus online?
 - a. *Currently, workshops are only available in-person. It is expected that overall workshop participation, in-person and online combined, will increase.*
12. How are workshop participants currently recruited?
 - a. *Workshop participants are currently recruited through WorkOne Indy provider staff outreach activities and through participation in other services available from WorkOne Indy centers, WorkOneIndy.com and community partners.*
13. What data collection tool(s) is/are currently being used to measure performance? How is the success of an individual workshop attendee measured?
 - a. *WorkOneIndy.com and ICC are currently used to collect workshop data. Currently there are not reported measures of success of an individual workshop attendee. EmployIndy is requesting that respondents propose such measures.*
14. Who is the current/incumbent provider?
 - a. *There is no current/incumbent Training Services Provider as described in this RFP. Currently, designated Rescare staff have assigned duties to facilitate workshops in the WorkOne Indy centers.*
15. Who is/are the primary audiences for the workshops broken down by program: WIOA in-school youth, WIOA out-of-school youth, WIOA adults, WIOA dislocated workers, other programs, etc.?
 - a. *The primary audience for all current workshops are job seekers regardless of other programs and services individuals may receive. There are no WIOA in-school youth funding available for the training services described in this RFP.*
16. Can hard copy proposals be hand-delivered, or must they be delivered by mail?
 - a. *The hard copies can be hand-delivered.*
17. Is the current training provider providing classes in languages other than English or providing concurrent translation?
 - a. *Current workshops are not provided in languages other than English but there is limited access to translation services.*
18. Does the budget need to include fees for the online hosting of classes and call-in conferencing, or are those fees covered by EmployIndy?
 - a. *Yes, such fees should be included the Supply line item for negotiation.*



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19. What are the current wages for the two existing workshop trainers?
 - a. *The current workshop facilitators are employees of a private company therefore EmployIndy is not at liberty to share their current wage information.*
20. Once the contract is awarded, will the new provider have access to all existing workshop material prior to the June transition period?
 - a. Yes
21. Is a Learning Management System (LMS) already in place? If not, should this fee be included within the Supply budget line item (provided by EI)?
 - a. *There is not a LMS already in place. If one is proposed, the respondent should include such costs within the Supply Budget line item. All Supply items will be negotiated in the final contract with EmployIndy.*
22. What other non-facilitation responsibilities are required of the trainers (e.g., data entry, scheduling, etc.)?
 - a. *The contracted Training Service Provider will be required to fill the entire scope of work outlined in the RFP pages 11-17.*
23. How satisfied is EmployIndy and/or the current Service Provider with the performance of the two existing workshop trainers?
 - a. *EmployIndy does not evaluate the performance of individual service provider staff.*
24. What are the strengths and weaknesses that have been observed in the current workshop system?
 - a. *In general, the biggest challenge in the current workshop system has been maintaining current, relevant workshop materials for constantly evolving workforce needs.*
25. Does Section 3(A)(iii) refer to workshop provider staff or other staff within the system?
 - a. *Section 3(A)(iii) of the proposal outline refers to workshop provider staff.*
26. MISC - What is the job description of the currently employed ResCare resources on this project?
 - a. *EmployIndy appreciates that the current provider absorbed facilitation of workshops when the previous training provider contract ended. The current service provider job descriptions are not aligned to the scope of work outlined in this RFP.*
27. P. 14 iv Scheduling and Delivery of Workshops and Labs: What are you envisioning as the "innovative virtual aspect" to be included within 6 months of the contract beginning?
 - a. *It is envisioned that the Training Service Provider will develop and implement virtual tools which will allow job seekers to participate in workshops and labs remotely. Respondents are encouraged to submit innovative proposals to develop and implement such virtual tools.*
28. Will the Training Service Provider (TSP) assume current Mobile WorkOne and Special Projects Team workshop facilitation duties?
 - a. *The new Training Services Provider will work closely with the WorkOne Indy Services Provider to schedule workshops and labs in the community as needed.*
29. What is the expected frequency of workshop and lab facilitation, under the proposed new system?



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- a. *Initially, it is expected that workshop and labs will continue as is currently scheduled. Frequency may be adjusted based on client need.*
30. Will embedded staff, at partner locations, assist with workshop and lab facilitation?
 - a. *It is expected that the Training Services Provider will facilitate all workshops and labs at embedded locations. WorkOne Indy Services Provider staff will assist in coordinating logistics at embedded locations. Any additional assistance offered by the WorkOne Indy Services embedded staff may be negotiated as needed.*
31. Will the TSP be allowed to complete a formal training needs analysis, strategic planning and curricula mapping with key members of the Workshop & Lab Committee, prior July 1? This would be in addition to the expected partnering, as per the RFP.
 - a. *EmployIndy is open to discussing the completion of the above and timeline during the contract negotiation process.*
32. Will DWD provide system technical support? Will the TSP have access to the DWD case management system?
 - a. *The selected Training Services Provider will receive system technical support from EmployIndy. EmployIndy receives technical support from DWD. Access to the DWD case management data entry system will be provided as needed.*
33. How do current workshop and lab participants register?
 - a. *Current workshop participants register online via WorkOneIndy.com*
34. How are workshop registrants currently tracked?
 - a. *Workshop registrants are currently tracked via records compiled from WorkOneIndy.com, workshop sign-in sheets and staff documentation.*
35. Will you allow the TSP remote staff capabilities, as appropriate? For example, instructional designers? Key leadership?
 - a. *Yes*
36. Will the TSP have access to current electronic version workshop and lab curricula?
 - a. *Yes*
37. Do live streaming and recording costs need to be included in the budget as line items?
 - a. *Yes*
38. Should auditing costs be included in the budget as line items?
 - a. *Yes*
39. Could we see a schedule of current training offerings, including the duration of the individual training programs (i.e. 8 hours, 4 hours, etc.)?
 - a. *Current workshop schedules are posted online at WorkOneIndy.com. To access the schedules including duration of individual workshops, register for a WorkOneIndy.com account, login and go to the "Learning Events" menu option.*