

**Request for Proposals: #2019 – 002  
WorkOne Indy Service Provision  
Questions and Answers**

1. Can you provide additional detail regarding the role of the Service Provider as it relates to the delivery of the 14 WIOA elements for out-of-school youth? Will the awarded service provider be responsible for directly providing any of the 14 WIOA elements? If so, which elements are provided by the Service Provider and which are to be offered through the youth providers or community partners?
  - a) The Service Provider is responsible for ensuring the 14 WIOA elements for out of school youth are available and offered to all youth served by the Service Provider. Proposal should include discussion of any elements the Service Provider plans to offer and which services it is anticipated will be referred out.
  
2. Is the role as “Career Navigator” to determine eligibility, assess needs, mitigate barriers, and complete the ISS/ISP to determine appropriate linkage with a partnering training provider? Will the awarded service provider maintain case responsibility case following these steps or complete ongoing case management once a training provider is identified?
  - a) The role of career navigators is to assist individuals to develop an Individualized Employment Plan (IEP), which might include training. The proposal should clearly explain proposed roles and responsibilities for the Career Navigators.
  
3. We understand that we will be responsible for Career Services, including Basic Career Services and Individual Career Services as stated on pages 12 & 13 of the RFP. Does this include ongoing case management or training following development of an ISS/IEP and linkage with an appropriate training provider?
  - a) Yes.
  
4. How many out-of-school youth were served through WIOA in PY17 and PY18 in the WorkOne centers?
  - a) In PY 18 the weekly average of out of school youth served was six. So far, in PY 19 the weekly average has been two. In PY 18 out of school youth funding for the Service Provider was less than 10%.
  
5. What are the expected new enrollments for the funding period being procured for Adult, DW, and OSY respectively?
  - a) These goals have not been set and all proposals should suggest performance goals to be negotiated and listed in the final contract. The majority of funding for the contract will be Adult and Dislocated Worker.
  
6. What are the expected number of carryovers for the funding period being procured for Adult, DW, and OSY respectively – if applicable?
  - a) All current enrolled participants would automatically be carried forward.



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7. Were state negotiated common measures met? Q2 68% Q4 69% Credential 58%?
  - a) EmployIndy has several service providers that impact common measures. Information regarding Regional Performance on State negotiated common measures can be found online at <https://www.in.gov/dwd/RPM.htm>.
8. The RFP mentions the strategic decentralization of service delivery. Is it a goal of the Service Provider to develop relationships with CBOs, libraries, etc. in the high priority areas to increase the number of locations where embedded services are offered?
  - a) Per the RFP, "The Service Provider will meet job seekers in their communities at embedded locations negotiated by EmployIndy." (page 14)
9. On page 9 section b. it states that the Service Provider will be responsible for the provision of Career Services for Adult, Dislocated Workers and Out-of-School Youth are we to assume that ISY services are handled by providers outside of the WorkOne Indy Center and that the Service Provider is not responsible for recruitment, eligibility assessment or offering any of the 14 elements to this population?
  - a) This RFP does not include services to In-School-Youth.
10. Page 18, bullet 4C requests that the provider proposes performance goals and outcomes. Are we to assume these would be targets that can be met throughout the contract term that measure performance indicators outside of the federally mandated common measures, or will the final contract performance measures be determined during contract negotiations?
  - a) Final contract performance measures will be determined during contract negotiations.
11. Please provide an organizational chart that list positions and number of FTEs as well as salaries for the incumbent service provider.
  - a) The current list of positions and number of FTEs consist of Project Director 1 FTE, QA Manager .5 FTE, QA Specialist 1 FTE, Operations Supervisor 2 FTE, Workshop Facilitator 3 FTE, and Career Navigator 10 FTE. Salaries for the incumbent service provider are not available to post publicly.
12. Please provide a list of current community embedded locations that career navigators rotate within weekly.
  - a) A list of current community embedded service locations is publicly available online at [WorkOneIndy.com](http://WorkOneIndy.com).
13. RFP page 24 under J. Federal Indirect Approved states if an organization has a federal indirect rate letter from DOL to include it. If we have a federal indirect rate letter from another federal agency (HHS) – is this acceptable?
  - a) Yes, we can accept federal approved rates from HHS as well.
14. On attachment 3, budget summary, the supplies total is not to be included in the total amount requested. Is the supplies total part of the \$1.9M available funding?

- a) Yes.
15. Are staff computers provided by the WDB or should we include those in our budget.  
a) Staff computers are provided by the WDB.
16. If computers are provided by the board will we be permitted to configure them to access our organization's internal shared drive/ share point site?  
a) The EmployIndy IT provider will configuring as needed, as long as it is within the scope of our policies and procedures.
17. Will you please provide a copy of the EmployIndy Travel Policy inclusive of out of state travel?  
a) We do not have a travel policy that applies to service providers, only the internal policy in our handbook.
18. Will you please provide a list of current partners and stake holders?  
a) More information regarding EmployIndy's Workforce Ecosystem, including current partners and stake holders, can be found online at [EmployIndy.org](http://EmployIndy.org).
19. Based on the RFP we assume the State DWD employees housed in the AJC will fall under our management structure – is this accurate?  
a) Per the RFP, "State DWD employees are co-located in the WorkOne Indy system and up to 25 will be functionally managed by the WorkOne Indy Service Provider." (page 10)
20. If so, how are standard HR functions such as approval of time sheets, granting of leave, and other common day-to-day staff management issues coordinated with the DWD supervisory staff? Where are DWD supervisory staff located?  
a) More information regarding Functional Manager roles and responsibilities can be found online at [in.gov/dwd](http://in.gov/dwd) policy search. DWD supervisory staff are located off-site.
21. Are there any performance payment provisions to the billing area of the current contract?  
a) Yes.
22. Page 19 VI. b. Is there an e-mail size limitation?  
a) No.
23. Page 19 VI. b. For the electronic submission, what is the preferred file format? is PDF okay?  
a) PDF is the preferred file format.
24. Page 19 VI. c. Do charts, graphs, and attachments need to be double spaced?  
a) No.
25. Page 19 VI. d. Do we need to include the question descriptor in the proposal? For example can the response for A. Company History-include the organization's mission, vision, governance structure, and legal status; just state A. Company History?



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- a) The question descriptor is not required in the proposal but may be used.
26. Page 19 VI. d. Can the section heading and sub-heading be presented as single spaced and in smaller font?
- a) All section heading and sub-headings must be easily identifiable.
27. Page VI. d. 7. F. What information needs to be provided with the references? Basic contact information?
- a) Yes, including email.
28. May we include a table of contents? If so where should it be placed?
- a) Yes, at the beginning of the proposal.
29. Can you elaborate on any 2-generation strategies and partnerships currently in place?
- a) If the provider responding to the RFP practices two-generational approaches to career coaching, please cite the types of service-delivery strategies and partnerships currently in place to provide family-centered employment services.
30. Can you provide a current organizational chart for the contractor responsible for service provision?
- a) Please refer to the answer to question 12 above.
31. Can you provide a list of fringe benefits currently available to staff?
- a) A list of fringe benefits currently available to staff is not publicly available.
32. What is the current fringe rate?
- a) The fringe rate for the current service provider is not publicly available.
33. Can you elaborate on the role of the One-Stop Operator in the WorkOne Indy system?
- a) The One-Stop Operator assists with implementing the strategic vision of EmployIndy by focusing on coordinating partner and provider activities and building relationships with the Marion County ecosystem partners. In regards to the WorkOne Indy system, the One-Stop Operator will work to bring ecosystem partners together by convening quarterly partner meetings, identifying staff and partner training needs and sharing local and national best practices during ecosystem enrichment meetings.
34. What specific measurable improvements and outcomes is EmployIndy seeking with this procurement?
- a) These will be negotiated with the selected service provider.
35. Who is currently providing this service?
- a) ResCare Workforce Services.



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36. Regarding customer volume, you mentioned there were 600 people who visited locations each month, however these numbers were not reflective of actual targets. What are the actual targets?
- a) From February 1 to June 30, 2019 there were over 15,000 individuals through the WorkOne Indy door. Of the 15,000, over 7,000 were unique individuals. The current metric requests that at least 10% of Wagner-Peyser applications result in WIOA applications.
37. How many visitors can one person effectively handle?
- a) One person does not handle a customer from start to finish. There are many staff who touch each customer through the process.
38. You mentioned the service provider is required to seamlessly integrate with services provided by WIOA and non-WIOA funded service providers. Who are those service providers?
- a) Currently located in the WorkOne Indy location are the following providers: State staff (TAA staff, WP and Veterans staff), Jobs for Americas Graduates, Job Corps, Adult Basic Education providers, National Able, River Valley Resources, ResCare, EmployIndy staff, Go Consulting, Maker Space, the One-Stop Operator coordinator, Goodwill SCSEP, and open hotel space for people from other organizations who want to come in and work.
39. What are the current best practices within the WorkOne Indy system (regarding IV Scope–Section c.i.i.)?
- a) There are several current best practices within the WorkOne Indy system, some examples include use of VOS Greeter to manage customer flow, providing client centered services, being community oriented by providing embedded career navigation and offering community-based workshops, empowering customers, meaningfully engaging customers, and providing productive and efficient services.
40. What is the current level of staffing for front-end triage – is this currently working?
- a) There are four greeters at the front desk to welcome customers, they are then sent back to the public space where there is an IRA desk to provide assistance with the 56 public computers. There are also people on the floor for assistance and for those who need more personalized assistance, there are 12 interview spaces. The staff desks are located in the back for more seclusion, but they rotate to the IRA space. Yes, it is currently working.
41. Are any of the tools that were created for the EmployUp grant still being utilized?
- a) Some of the tools are being used, but they have changed over the years. Staff are challenged the staff to update and re-evaluate the tools they are using because the workforce system changes so often.