

Request for Proposals: #2018 – 001
WorkOne Indy Service Provision

1. Are tables/graphs/charts subject to the 12-point font requirement?
 - No.
2. Are tables/graphs/charts subject to the double-spaced requirement?
 - No.
3. To provide the level of detail requested in responses, may we limit the questions to have only the headers, sub-headers, and questions numbers in our response? (example below)
EX. Service Delivery Plan (maximum 12 pages)
 - A. Model(s)/Framework of Practice
 - i. (Applicant response to question/prompt here)
 - The intention was only to include the section and sub-section. You do not need to include the written questions.
4. Can we include additional appendices/attachments to supplement our responses? If so, will these be evaluated as part of our response? Also, are these attachments page limited?
 - Yes, you may include additional attachments. They may or may not be evaluated as part of your response. There is no page limit for attachments.
5. Are attachments (required and others) subject to font-size and double-spacing requirements?
 - No.
6. How many staff work remotely providing services at locations other than the WorkOne East and West locations?
 - Under the current model, there are approximately 12 staff in the community between the WorkOne Mobile team and the Special Projects team, but not 12 FTE. Some staff are part-time and others work on multiple projects. Two of 12 staff are DWD employees.
7. If a new service provider is selected, would you consider negotiating/awarding a transitional budget for transition related costs incurred prior to July 1, 2018?
 - On page 18 and 19 of the RFP the transition timeline and negotiation is discussed.
8. Attachment 4 includes budget line items for Direct Costs, Indirect Costs and Profit. It also includes a line item for Non-Direct costs. What type of costs are included in this item?
 - Indirect Cost is usually a % (either Federally awarded % or de minimis of 10%) of total general and administrative costs that can be charged in addition to those actual costs. I.E. my admin costs are \$1850 for the month, my indirect cost would be \$185 (if it 10%) in addition to the \$1850 therefore I would bill for \$2035.
 - Non-Direct costs are for entities that do not have a Indirect Cost Rate but need to charge for costs related to the project/program/activities of the contract but not a direct costs. I.E. the copier lease that uses paper for the case managers. My total copier lease is \$800 but only 40% is used for the program – I would bill for \$320
 - Usually entities should not have both Indirect and Non-direct
9. Would you consider awarding a contract with renewal options up to 4 years as opposed to 3?
 - The standard practice of EmployIndy is to offer renewal options up to 3 years.
10. Looking at the WorkOne Indy organization chart in Attachment 2, does the scope of this RFP include Modules I-IV or only Modules I and II?
 - Module I – IV are terminology related to the current WorkOne environment. For this contract there is no Module I – IV. Moving forward the Module concept has been



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discontinued and there is only the WIOA Service Provider who will provide embedded staff for the community.

11. Who is the current incumbent?
 - Current incumbents are listed on Attachment 2.
12. Is there a template for "Intent to Bid" letters?
 - No.
13. Are required attachments included in the 20-page limit?
 - No.
14. Does EmployIndy manage WEX & ITA dollars or is that part of this budget?
 - Budgets should not contain any WEX/ITA dollars.
15. Can you clarify the division of roles between the service provider and the one-stop operator?
Language on page 10 of the RFP references convening partners.
 - The activities and services listed under this section (Opportunity Youth Employment; ABC Method-Any Job, Better Job, Career; Neighborhood Prioritization; Career and Technical Education; Service Coordination; Results-based Accountability; and Collective Impact and Synergy) serve as the focal point for convening partners and funding. LISC as the One-Stop Operator remains the entity responsible for convening and coordinating the WIOA required partners. The WorkOne Indy Service provider is not tasked with convening these partners.
16. Can you release the list of organizations that submit a Letter of Intent?
 - It is not the practice of EmployIndy to release the list of organizations that submitted a Letter of Intent and doing such was not disclosed to organizations prior to this request therefore the list will not be released.
17. Is it safe to assume that anything needed for staff, that falls under one of the categories listed in the "Supplies" section of the budget, will be provided by the funder and should not be included in the total requested budget?
 - While the supply total is not included in the total requested budget, it has not been determined that the funder will be responsible for all supplies requested. Supplies will be discussed during contract negotiations.
18. Is it safe to assume that all furniture, computer, copier, and facilities needs will be covered by the funder and should not be included in the requested budget?
 - These items will be provided by EmployIndy to the Service Provider.
19. Is it safe to assume that all networking and IT needs will be covered by the funder and should not be included in the requested budget?
 - The comprehensive office(s) will have Internet connectivity provided, helpdesk support, computer equipment. The respondent when completing the Budget section on supplies should consider needs of staff when outside of the comprehensive office(s) (i.e. cell phone, Internet connectivity).
20. Is it safe to assume that all direct participant costs such as supportive services, tuition and fees, training materials, and work based learning payments will be covered by the funder and should not be included in the requested budget?
 - Yes.
21. Page 17 gives a list of allowable titles – can we assume these are the allowable titles for employees that are expected to perform 100% of their duties under this funding stream?
 - The titles are established to limited confusion and develop consistency across service and program types. The titles should be used regardless of the expected performance percentage of an employee.



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22. Are we able to use existing titles for shared staff that add value across multiple funding streams? An example of this would be a Senior Operations Director who supports multiple contracts with multiple funders.
 - Corporate titles do not have to align with project titles. An individual at the corporate level may be a Senior Operations Director, but on this project listed as the Program Director or Operations Manager depending on their function.
23. On page 18 a transition period to include the month of June is mentioned. Should the costs for this period be included in the total requested budget amount?
 - The budget period should be 12 months. Transition funding will be determined during contract negotiations.
24. Should we breakout the funding requested by population served? For example, separate the budget request for Adult/DW and OSY?
 - No.
25. Is it okay to provide the budget narrative in excel in table format as long as all of the required information on page 24 is included?
 - No.
26. Are the budget forms available in excel?
 - No.
27. Please provide current staffing pattern being utilized to provide these services?
 - Between the three current service providers the following is the staff breakdown (using titles as indicated in the RFP): 1 Program Director; 3 Operation Managers; 1 QA Manager; 2 QA Specialists; 3 Team Leads; 8 FTE Career Navigators; 9 PTE Career Navigators; 2 Resource Coordinators; plus, state staff. There are also 2 training facilitators in the current staffing pattern, but will be on a different RFP moving forward.
28. What are the expected new enrollments for the funding period being procured for Adult, DW, and OSY respectively?
 - Adult and Dislocated Work new enrollments are estimated based on Program Year 16 as 675 (Adult) and 449 (DW). The majority of OSY are not seen in the WorkOne Indy office(s), so that number is not being provided.
29. What are the expected number of carryovers for the funding period being procured for Adult, DW, and OSY respectively?
 - Adult and Dislocated Work carryovers are estimated based on Program Year 16 as 136 (Adult) and 90 (DW). The majority of OSY are not seen in the WorkOne Indy office(s), so that number is not being provided.
30. What activities are you currently doing for staff development?
 - Each service provider is responsible for development of the individual staff. It is unique to each provider.
31. Are there any required trainings or staff development activities that should be included in the budget, that you can identify at this time?
 - No.
32. Are there any requirements regarding business continuity recovery timeframes; Recovery Point Objective, Recovery Time Objective, or Maximum Allowable Outage?
 - No.
33. Are there any requirements regarding an alternate recovery site solution?
 - No.
34. Are there any requirements regarding business continuity or disaster recovery exercises?
 - No.



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35. Will the state allow a network communication using an internet site secure VPN tunnel for accessing contractor's systems over the state's network? Accessing other vendors, entities, etc.?
 - There are currently two networks in the WorkOne Comprehensive office(s). Service Provider staff are on the EmployIndy network. Only State staff are on the state network. EmployIndy will entertain requests from service providers in regard to secure VPN tunnels on the EmployIndy network.
36. Can the states systems be accessed outside the state network? If so, what technology would a vendor use to access the system remotely?
 - Indiana Career Connect, the state case management data system, is a web-based system.
37. Can the state support SFTP (ftp over ssh) for secure data transmission?
 - EmployIndy can support an SFTP, but it is not clear why an SFTP system would be needed.
38. Does the WorkOne provider need to bid their own system for managing cases and/or tracking and reporting data outcomes?
 - No.
39. Are the mobile WorkOne team staff employees of the Career Services Provider? If so, are there existing community sites available, or is it the responsibility of the provider to identify those sites? Is this team different from the requirement to embed career navigators into the community as listed in page 13 Section IV.b.ii.
 - In the current system there is a Mobile WorkOne team. Moving forward there will not be a Mobile WorkOne team, but instead there will be embedded staff. EmployIndy will be responsible for negotiating sites for embedded staff.
40. How many workstations per facility are provided to the WorkOne service provider? Are there any associated costs for facilities? Including computers, phones, fax, copy machine?
 - EmployIndy will provide workstations for all staff on the contract. There are no associated facilities costs for the service provider at the comprehensive office(s).
41. Can the State please provide the current caseload size for Career Services along with staff to caseload ratios?
 - EmployIndy would like respondents to project caseloads based on best practices in the workforce system.
42. Are there any training dollars in the budget for the WorkOne providers, or are the training dollars with the Business Services provider only?
 - EmployIndy manages training dollars rather than distributing them to service providers.
43. Will the State allow 10-point font on tables, charts, and graphs, with no double spacing for captions?
 - Yes.
44. Can the State please clarify if the barriers are referring to are barriers for the job seeker?
 - Per page 23, barriers refers to potential barriers the respondent may anticipate that could impact the success of the proposed service delivery plan. Such barriers may be experienced by the respondent and/or job seekers.
45. It is our understanding that EmployIndy will furnish the selected provider will all equipment needed to perform under this contract. This would include desktop PC's, laptops, networking and telephony. If this understanding is correct can the State please clarify the Cyber Liability would still apply, and if so how would it be applicable to a vendor that does not manage the provided network?
 - One example would loss of equipment. Another example would be sharing passwords.



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46. Is the budget (\$1.2 million) solely for operations (i.e. staff wages, fringe benefits, travel, staff training, supplies, etc.)?
 - The up to \$1.2 million budget is for categories named in the budget worksheet.
47. What level of funding is the Board planning to hold back for costs related to participant training (occupational, OJT, customized, work experience, etc.) and supportive services? How will the contractor have access to those funds?
 - The amount of funding has not been determined for participant training. Once determined those funds will be available through Individual Training Accounts and a voucher system in the case management data system. The funds are managed by EmployIndy.
48. Is the Business Solutions Team Board staff? Are there salaries paid by the Board?
 - Yes
49. What management information system(s) is the Board and current contractor using to capture and report participant information? Are they state and/or local systems?
 - WorkOne Indy uses the Indiana State system called Indiana Career Connect, which is Geo Solution system, for case management. EmployIndy also has a local solution called WorkOneIndy.com which is described in the RFP.
50. Can you provide a list of all assessment tools currently being used?
 - The main assessment tools are TABE, TORQ, Indiana Career Explorer, and WorkKeys.
51. Are you open to evaluating the effectiveness of assessment tools currently being used and possibly replacing or adding to them?
 - On page 22 of the RFP we ask for Respondents to share with us such information. Responders are encouraged to be innovate in their proposals.
52. Are the job centers compliant with adaptive technology requirements for serving individuals with disabilities?
 - Yes.
53. Would you consider the purchase of new technologies to improve staff productivity and/or enhance the customer experience?
 - Responders are encouraged to be innovative in their proposals.
54. Can you provide information on customers (by program): total enrollments, enrollments in OJT, occupational training, customized training, work experience, incumbent worker training, etc.) for the last program year and planned numbers for the current program year?
 - Adult and Dislocated Worker new enrollments are estimated based on Program Year 16 as 675 (Adult) and 449 (DW). The majority of OSY are not seen in the WorkOne Indy office(s), so that number is not being provided. For this Program Year there has been less than \$100k in WIOA training available for Service Providers. The funds have been spent almost exclusively on occupational training. EmployIndy has secured WorkINDiana training dollars which have been utilized to supplement the training.
55. How integrated do you feel the current system is in terms of WIOA required partners and non-WIOA partners (programs and staffs)?
 - WorkOne Indy is quite integrated and we work to strengthen our partnerships continually.
56. Page 25, Item F. Audit – you state “Employ Indy will not reimburse for audits completed before or after the contract period.” Can you clarify? We generally have our audits conducted for each contract after the end of each contract year (usually within 90 days). Is this acceptable?



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- When we say before or after, it is relating to not reimbursing for an audit that was performed for a different contract or unrelated to the contract we agreed upon. Typically, an audit is not performed right away however it can be accrued and estimated with a letter of intent to audit before contract ends.
57. Is it correct to assume that facility costs (rent, utilities, etc.) for the two (2) physical centers are being taken care of by the Board and do not have to be included in the operator's proposed budget?
- Yes.
58. What about costs associated with the mobile unit? If any costs are to be included in the operator's budget, can you provide historical cost data (gas, maintenance, etc.)?
- The Mobile Unit is being transitioned to embedded staff. You should include anticipated travel costs for such. EmployIndy has no historical cost data.
59. Can you provide salary information for current job center staff (belonging to the current operator)?
- No.
60. Who is responsible for the replacement and/or upgrading of computer and other equipment in the job centers – Board or operator? Is current equipment on a replacement schedule?
- EmployIndy has a comprehensive Computer Replacement Plan in place. Neither the One-Stop Operator, nor the selected service provider from this RFP will be responsible for equipment.
61. Can you elaborate on the role of the one-stop operator "in guiding investments"?
- The One-Stop Operator helps EmployIndy invest workforce development funds by guiding how EmployIndy should prioritize its focus. For example, LISC and EmployIndy both have a focus on the five high-priority neighborhoods. While LISC does not make specific funding decisions for EmployIndy, LISC's experience and expertise help guide where funds should be invested to improve Marion County's workforce ecosystem. LISC also participates in the design and review of some of EmployIndy's RFPs to provide their insight into how EmployIndy should partner with other members of the workforce ecosystem.