

WIA RFP
First Offeror's Conference
Questions and Answers

1. Will there be any sort of mandatory customer files? If not, where will the Action Plan go?

Answer:

The hope is no files but we are waiting on state determination on what will be mandatory for monitoring purposes. There will be an action plan. We don't know yet if it will be electronic, paper/pencil, self-directed or done in workshops. All of these are possible.

2. What are the specific elements required in the Action Plan and how many pages will they be on average?

Answer: The development phase of the Action Plan will include a guide to assist customers and coaches to determine next steps and long term goals.

3. How will the local success indicators be measured through SMARTware? Will these apply to all customers enrolled or only those receiving intensive services?

Answer:

The local success indicators will be measured through SMARTware by barcoding activities (core, intensive and training) and developing ad hoc reports for each of the local success indicators. Many of the success indicators will be based on all customers, but some will be measured by customer satisfaction, employer surveys and staff focus groups.

4. Will Career Centers be able to get EDD base wage file information to verify employment placements?

Answer: Probably not. Base wage file information will be generated by SETA through the JTA system.

5. Are the total numbered served both core and enrolled?

Answer: Yes, anyone receiving a staff assisted service will be enrolled in WIA and should be counted as a customer served in your proposal. In the past, we have only counted the number of customers receiving intensive and training services as "enrolled". In the learning lab, we will be counting everyone who gets a staff-assisted service. This totaled over 43,000 for the system last year.

WIA RFP
First Offeror's Conference
Questions and Answers

6. Does SETA have a goal of number of adult versus dislocated workers served?

Answer: The enrollment goal for the One Stop system is 30,000. Don't worry about differentiating between adult and dislocated workers.

7. In regard to meeting enrollment numbers, will any consideration be given to customers who cannot/will not provide right to work documents but do want to receive staff assisted services? Is any credit given to career centers for these types of customers?

Answer:

You must have the right to work documents to be registered. We will not refuse services to anyone.

8. Under Tracking Skills Development, can the One Stop develop a Certificate for Completion of Soft Skills or Vocational Services to count toward successful skills development?

Answer: Yes, local certificates will count toward meeting the local success indicators

9. Will community college courses be considered to be "low-cost" training or will they need to be handled through ITA's?

Answer: Could be either. There may be a simplified billing process for ITA's.

10. How will SETA determine which customers are working, retained, and at what pay rate in order to calculate performance measures for each provider?

Answer: Base Wage file.

11. What, if any, MIS documents will Career Center and OJT providers have to submit and what about participants enrolled prior to 7/1/08?

Answer:

Customers enrolled in intensive/training services prior to 7/1/08 will carryover into the new program. Universal access customers served prior to 7/1/08 will be asked to provide right to work documents after 7/1/08 to continue receiving staff-assisted services. We will be working hard to reduce the paperwork associated with MIS, and case management.

12. Are programs responsible for follow up? Who will gather data for retention and average earnings?

WIA RFP
First Offeror's Conference
Questions and Answers

Answer:

It is our plan to discontinue staff-intensive methods of follow-up and use workshops and incentives when possible to get information from customers. The base wage file will be used to gather data for retention and average earnings.

13. What role will SETA partners have in service delivery at Career Center? (Some partners say they don't have enough staff to provide services.)

Answer:

It is the responsibility of each host agency to try to recruit partners to assist in providing services to customers at the career centers. Exhibit E speaks to this issue.

14. Are references supposed to come from agencies other than the one's listed on II-3 as SETA's required partners?

Answer:

References can come from any organization other than SETA.

15. You state at least 2 References, how many is the maximum?

Answer:

Two references are requested. There is no maximum.

16. If the proposer already has a contract 'in the works' with ETP does this need to be mentioned in the RFP?

Answer:

ETP funds would be considered a valuable leveraged funding source for skills development and should be included in your proposal in both the narrative and the leveraged costs exhibit. (Exhibit F). Also, should be listed on Pending Applicants (Exhibit H).

17. Can the proposer provide MOU's or letters of commitment from "mandatory" partners when a mandatory partner is a funding source of the proposing agency and will be used for leveraging funds?

Answer:

Page V-6. SETA has already executed MOU's with all of the required partners. You should include a description of the services provided by the required partners in talent engagement, talent development and talent marketing functions and you may include their cost of staff or space or other costs in your leveraged cost exhibit. It is not necessary to include letters or MOUs from mandatory partners.

WIA RFP
First Offeror's Conference
Questions and Answers

18. Is carryover customers in the traditional case managed customers included in the number served?

Answer: Yes

19. What about people (clients) already in the system?

Answer:

Include them in your count if they are enrolled in WIA. If you have not documented their right to work, you must develop a plan for how to collect the documents before they will be counted as enrolled.

20. Will Career Centers be able to provide incentives to customers who meet performance outcomes, if so what are they? Is any supportive services/money available for Career Center only enrollees?

Answer: Yes, both are through the Scholarship/Support Service fund. For specific incentives, see WIA Directive #05-04.

21. Can one stops request that OJT providers conduct recruitment workshops at career centers?

Answer: Yes.

22. Regarding follow-up and common measures. Are these for all enrolled or only those receiving intensive services?

Answer:

We are planning to eliminate follow-up. Performance on the pool of customers enrolled in staff assisted services will be measured using the WIA Common Measures.

23. For On-the-Job Training Contracts, what is the minimum and maximum percentage of participant wages that a subgrantee should reimburse each employer for and what exact percentage does SETA recommend for reimbursements?

Answer: The Minimum hours for reimbursement are 240. The Maximum hours for reimbursement are 480. The anticipated Adult Common measure for Entered Employment Average Earnings is \$9.62 per hour. The maximum allowable reimbursement to employers is 50% of wages.

WIA RFP
First Offeror's Conference
Questions and Answers

24. Special instructions when submitting proposals, section IV-2. Do we single or double space?

Answer: Single space.

25. Regarding Management and Organization, Section V-4. Is the intended manager, the Site Supervisor or our Agency's Administrator who manages the Site Supervisor and other One-Stop staff?

Answer:

In Exhibit B include two organization charts. One is for the parent agency that shows your Executive Director and all organization staff. The second is for the one stop and will show the site supervisor/manager and all of the staff (including partner staff) who will be responsible for serving customers.

26. Does the organizational chart include "partner" agency staff?

Answer: Yes, See previous question.

27. Are there expectations regarding the minimum number served or enrolled?

Answer:

We are anticipating serving 30,000 people in staff assisted services county-wide. SETA will post the core service reports by one stop career center on the web-site so that everyone can see the numbers that were served last year. We are anticipating serving about 70% of the universal customers in staff assisted services.

28. Is the price/cost reasonableness to be applied to all enrolled or only those receiving intensive services?

Answer: All enrolled customers, but respondent should speak to the special populations of enrolled customers.

29. If leveraged income is used from agency sources, is a letter of commitment needed from the proposing agency?

Answer:

No, not required, even though Exhibit F asks if a Commitment Letter is attached to the proposal, you will not be evaluated negatively if you do not attach letters.

WIA RFP
First Offeror's Conference
Questions and Answers

30. Does SETA anticipate the current number of Career Centers and OJT providers to increase, decrease, or stay the same in the next set of funding allocations?

Answer: Depends on actual funding and responses to the RFP, etc.

31. In regards to the Budget page V-10. Is WIA funding referenced only from this RFP or do other WIA funds count in this column, example Youth Services?

Answer: No, only what is being requested in response to this RFP.

32. Is the Budget Narrative included in Part II, Program Management and not in the Budget and Allocation Plan section?

Answer:

Please put the budget narrative immediately before the Budget pages. You will not be evaluated negatively if it is not in order, as long as we can find it in the proposal.

33. Can the Site Supervisor salary leverage other sources, example youth? If so, should the Site Supervisor percentage of time reflect less than 100% with the additional personnel time leveraging other sources, both WIA and Non-WIA funds?

Answer: Yes to both questions.

34. Regarding Page V-5. Define staff having fiscal responsibility. Is this person (s) the Site Supervisor, Administrating Accounting staff?

Answer: Staff who have control over the financial resources or financial record keeping.

35. Regarding Participant costs. How do we account for supportive services and ITA's within One-Stop program? (There is no Section D in our RFP)

Answer:

Supportive Service and ITA's/Scholarships are paid directly to customers and training providers by SETA. The amount allocated to each one stop for ITA's/Scholarships/Incentives will be negotiated after SETA Governing Board selects the one stop services providers.

WIA RFP
First Offeror's Conference
Questions and Answers

36. For 2008-2009, do we know what the total funding will be for the One-stops?

Answer:

No. We are using this year's allocation as planning guides, about \$1,700,000 in one stop services, \$1,000,000 in OJT (includes CalWORKS and WIA). In addition, we have \$1,700,000 for Scholarships (ITA/Supportive Services/Incentives) this year. We anticipate a slight reduction in funding next year.

37. Do we know what the split will be between Adult and Dislocated workers?

Answer: No

38. Should SETA staff be included as leveraged resources in the budget?

Answer:

Yes, in Exhibit F you can include the value of SETA staff who are co-located in your one stop as leverage resources.

39. How will the scholarships work since there is no Direct Participant cost?

Answer:

Direct Payment from SETA. Scholarships amounts will be negotiated with successful respondents.

40. Who are key personnel requiring a resource?

Answer: Supervisor, Program Management, and staff at site.

41. Where can I find the 2008 Integrated services Delivery System Plan referenced on page V-6?

Answer: The Local Plan will be on the seta website at www.seta.net.

42. Regarding Talent Development Customer flow chart on page II-10. What is meant by the "no documentation" and "documentation" arrows going into and coming out of the self-service box?

Answer: Eligibility or right to work documents.

WIA RFP
First Offeror's Conference
Questions and Answers

43. All the participants who will now be intensive, will they be included into the employment rate?

Answer:

Yes, the Common Measures will be the performance measurement for all customers receiving staff assisted services. Employment rate, Retention Rate and Average Earnings.

44. Will there be a barcode that differentiates adults and dislocated workers?

Answer: Yes

45. What will the service protocol be for customers that “just want to get a job” through staff assisted services but do not want to complete an assessment or an action plan? Do these customers count as enrollments?

Answer:

If we do not review the right to work/eligibility documents, customers will not be counted as enrollments.

46. If a customer is receiving staff assisted services at multiple career centers at the same time, which career center (s) handle the action plan, which center (s) is the customer enrolled in, and which center(s) is/are responsible for the performance outcomes?

Answer:

As we see it currently, the Career Center that reviews the eligibility documents will be the “enrolling” career center and will receive the performance outcome for Common Measures. All career centers that provide a service to the customer will receive credit against enrollment goals and local success indicators.

47. Will there be a new simplified IEP, V-7 (Career Action Plan) format since we have to do one on each customer?

Answer: Yes

WIA RFP
Second Offeror's Conference
Questions and Answers

1. When downloading the RFP file from the SETA website, it doesn't seem that you can type into the text fields; is there a more user friendly version that can be typed into on the computer or what would be the best way to fill in the text?

Answer: E-mail Debbie at Debbie@delpaso.seta.net and she will e-mail you a new RFP file. You can also call her at 263- 3863.

2. Can a bidder manually unlock the text fields of the RFP computer file and enter information that way using the computer?

Answer: The documents to be completed are on the seta website in Excel and Word and they do not need to be unlocked.

3. Is SETA has any idea of adding on any additional One Stop career centers or reducing the current 12 One Stop career centers?

Answer: It is unlikely that we will increase the number of career centers.

4. Can Exhibit D "Reference Questionnaire" come from any organization that our agency has work with our does it have to come from partners that we will be working with under the proposal (One-Stop, DHA)?

Answer: any organization that has funded or has direct involvement.

5. If a provider is completing both the career center and OJT RFP's, do the references have to be sent in twice for each RFP?

Answer: One set of references is sufficient.

6. What role will WIA required partners on page II-3 have in service delivery at Career Centers? (Some have said in the past that they don't have enough resources to provide services)

Answer: SETA is responsible for MOUS's with required partners. You will not be evaluated based on your ability to recruit partners.

7. Can job descriptions substitute for resumes?

Answer: Name and resume of One Stop Manager. If none, state that position will be filled but is currently vacant.

What staff are resumes or job descriptions required?

**WIA RFP
Second Offeror's Conference
Questions and Answers**

Answer: All staff in budget. Exhibit C

8. The RFP requests an electronic copy of the completed RFP to be submitted; can this be submitted on a Jump Drive rather than a disk or CD?

Answer: Yes

9. Can OJT providers attend the DHA Job Club/Job Talks in person to recruit potential OJT participants? If not, at what point can OJT staff directly contact eligible CalWorks individuals?

Answer: Yes, talk with DHA.

10. Budget page V-10, Budge Summary, Cost Reimbursement Chart.
Do you want non WIA funds included whether inkind or leveraged?

Answer: Yes

Is the total column for funds requested through this process?

Answer: No, total all funds across summary page.

11. Is it true that Commitment Letters are not at all required from any partners and there is no consequence if there are no letters?

Answer: Yes

12. Budget page V-12. To clarify is full salary column the annual salary?

Answer: It depends.

SETA percentage, is this column the percentage working staff on the project or percentage of time charged to proposal not including leveraged funds?

Answer: Percentage of time charged to proposal.

13. Page V-12. Is the total column for charges to this proposal only?

Answer: No, total across.