

East TN LWDB RFP for OSO + CSP  
Responses to Bidders' Questions  
6 September 2018

1. Is it the intention of the Board that the successful bidder operate the only Out-Of-School Youth program for all 16 counties? If so, where in the Request for Proposals is the bidder supposed to fully describe its program?

**Answer: Bidders may bid as Career and Training Service Provider for Adult, Dislocated Worker, and/or Youth for the entire 16-county ETLWDA or for a specific geographic area within the 16-county region, e.g., one specific county or a grouping of several counties.**

2. If the Answer to Question 1 is no, will there be another RFP released specifically related to working with Youth?

**Answer: There will be no other RFP; proposers interested in bidding only on Youth services should refer to Attachment E, §d, I.a-I.n, and should address, in the context of providing Youth-only services, all other questions that may apply in the *Scope of Work for Career Training and Service Providers*. See Answer to Question 39 below.**

3. What specific amount of funding is available for the 9 month contract for the One-Stop Operator proposal?

**Answer: Without complete information of PY 2018-2019 funding provided by the Tennessee Department of Labor and Workforce Development, ETLWDB estimates funding for a One-Stop Operator is between ranges of \$135,000.00 to \$150,000.00 for the 9-month period.**

4. What is the estimated amount of OSO funding that will be received by the Fiscal Agent from the contributing partners at the comprehensive centers?

**Answer: It is estimated that contributions from AJC partners for OSO services will be between \$35,000.00 to \$50,000.00.**

5. Do the contributions from partner agencies at the comprehensive centers include funding for Welcome Function staff or should the bidder incorporate welcome function staff as part of their bid?

**Answer: Yes and Yes. Contributions to the IFA will be used to underwrite Welcome Function costs, yet bidder should include anticipated costs associated with the Welcome Function for a 9-month period in its bid in the appropriate budget attachment.**

6. Is it the intention of the Board to continue with an affiliate Center in Lenoir City? If the answer is yes, what is the minimum level of Title 1 staffing for this Center?

**Answer: Yes for Questions 6-15. See amplification of answer following Question 15 below.**

7. Is it the intention of the Board to continue with an affiliate Center in Oneida? If the answer is yes, what is the minimum level of Title 1 staffing for this Center?

8. Is it the intention of the Board to continue with an affiliate Center in Vonore? If the answer is yes, what is the minimum level of Title 1 staffing for this Center?

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9. Is it the intention of the Board to continue with a Comprehensive Center in Alcoa? If the answer is yes, what is the minimum level of Title 1 staffing for this Center?
10. Is it the intention of the Board to continue with an affiliate Center in Wartburg? If the answer is yes, what is the minimum level of Title 1 staffing for this Center?
11. Is it the intention of the Board to continue with an affiliate Center in Jacksboro? If the answer is yes, what is the minimum level of Title 1 staffing for this Center?
12. Is it the intention of the Board to continue with an affiliate Center in Tazewell? If the answer is yes, what is the minimum level of Title 1 staffing for this Center?
13. Is it the intention of the Board to continue with an affiliate Center in Oak Ridge? If the answer is yes, what is the minimum level of Title 1 staffing for this Center?
14. Is it the intention of the Board to continue with a Comprehensive Center in Sevierville? If the answer is yes, what is the minimum level of Title 1 staffing for this Center?
15. Is it the intention of the Board to continue with an affiliate Center in Rockwood? If the answer is yes, what is the minimum level of Title 1 staffing for this Center?

**Answer Questions 6-15 above: Yes, it is the intention of the Board to maintain all current American Job Centers as currently configured. The Board seeks experienced Career Service and Training Provider(s) that can, in the course of the initial contracting period, evaluate the workforce delivery system network in the East Tennessee Local Workforce Development Area and make recommendations to the Board that will advance the efficient, effective delivery of WIOA services in the region.**

Item	County AJC	PY 2017-2018 WIOA Title I Staffing Level
1	Anderson	2
2	Blount	2
3	Campbell	4
4	Claiborne	3
5	Hamblin	7
6	Knox	11
7	Loudon	2
8	Monroe	2
9	Morgan	2
10	Roane	3.5
11	Scott	3
12	Sevier	3

**NOTE: Additional WIOA Title I staffing may be needed to serve Youth who are currently served in LWDA 2 and 3 by contractors outside of the AJC service delivery system.**

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16. What is the range of funding available for the initial 9 month contract for Title 1 Career Services for the 16 counties?

**Answer: See question #22.**

17. Will RESEA funding be available to the successful bidder? If so, how much funding will be available for the 9 month contract period?

**Answer: The Tennessee Department of Labor and Workforce Development has not provided information regarding funding for this service for the period 1 October 2018-30 June 2019. If funding is forthcoming, ETLWDB will negotiate with the successful bidder to undertake RESEA career and training services.**

18. Will SNAP funding be available to the successful bidder? If so, how much funding will be available for the 9 month contract period?

**Answer: The Tennessee Department of Labor and Workforce Development has not provided information regarding funding for this service for the period 1 October 2018-30 June 2019. If funding is forthcoming, ETLWDB will negotiate with the successful bidder to undertake RESEA career and training services.**

19. The "Financial/Fiscal Accountability" section of the Request for Proposals counts 30 points. Could you provide a breakdown of what factors are considered for points in that section?

**Breakdown for "Financial/Fiscal Accountability" must provide a detailed discussion of the bidder's**

- 1. financial management (10 points) capabilities including bidder's**
  - a. accounting systems used,**
  - b. history of timely invoicing, and**
  - c. ability to sustain program operations between lags in invoicing and invoice payment**
- 2. budget narrative (10 points) that fully describes**
  - a. cost allocation methods used,**
  - b. how funds are allocated to minimize administrative costs and support direct services to participants,**
  - c. indirect costs that are proposed, indicating what costs are included, and explain how these indirect program costs were determined.**
- 3. budget (10 points) indicating operating expenses in the listed categories. Each budget category requires additional line-item detail that addresses the method of calculation (e.g., an entity's salary schedule for employees) and a justification for the expense. The line-item budget should meet the intent and requirements of the program by not only ensuring the successful implementation of the program but also promoting its cost effectiveness.**

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20. If all required components of the proposal are included, is the lowest bidder guaranteed to receive the contract?

**Answer:** Please see Tennessee Department of Labor and Workforce Development Workforce Services Guidance—*One Stop Operator and Career Service Provider Procurement* dated 17 January 2017 and updated 23 February 2018. Special note should be made to language in Attachment 4, Slide 17 that states: *Scoring must not be done by comparing one proposal to another.*

*Additionally, see 2CFR § 200.320 Methods of procurement to be followed*

*(d) Procurement by competitive proposals.*

*(4) Contracts must be awarded to the responsible firm whose proposal is most advantageous to the program, with price and other factors considered...*

21. Do any of the American Job Centers have shared staff supported by the Infrastructure Sharing Agreement? If so, which centers have shared staff and how many staff are currently funded at each location?

**Answer:** Yes, the comprehensive AJCs have shared staff supported by the Infrastructure Sharing Agreement.

22. What is the range of funding available for the 9-month contract for Title I Career and Training Service Provider?

**Answer:** Without complete information of PY 2018-2019 funding provided by the Tennessee Department of Labor and Workforce Development, ETLWDB estimates funding he ranges of funding available for the 9-month contract for Title I Career and Training Services is \$3.785 million to \$4.8 million.

23. In both Attachment C.1 and C.2: Budget and Budget Narrative, there is a line item labeled "Operational," the only explanation being "agency program operation or program costs." Can this aspect of the budget be further explained?

**Answer:** Outside of costs associated with salaries & benefits, travel, and supplies that are listed in the budget line items above the Operational Costs line item, this category may list and describe costs associated with communication, postage, subscriptions, professional memberships, and outreach activities.

24. In Attachment C.2: Budget and Budget Narrative, the Program Indirect line item is placed above the Direct Participant Cost (Pass-through award payment), indicating whatever the Indirect Rate may be is to be charged only for salaries, benefits, travel, supplies, and operational costs. Is this correct? The RFP state that the career service and training provider is to undertake the administratively intense and complex duties of providing payments to vendors, training providers, and participants, and this necessitates additional staff. Shouldn't the Indirect Cost Rate apply to these payments?

**Answer:** The indirect is charged only for salaries, benefits, travel, supplies, and operational costs. Per TDLWD guidance, any task/duty that is related to Jobs4TN (VOS) is a programmatic cost.

**Administrative duties for the Career Services Provider related to making payments should involve input into JOBS4TN/VOS, therefore, the costs would be program in nature needing no indirect cost rate.**

25. Will payment of direct participant costs rest with the OSO or the Career Training and Services Provider? Budget documents seem to indicate the Career Training and Services Provider assumes the responsibility, but reference to work activities mentions both providers (page 4 of the RFP).

**Answer: The Career Training and Service Provider will initiate the process of paying direct participant costs and submit request for payment to the One-Stop Operator. The OSO will review the request for accuracy and appropriateness, and if approved, submit the request to the Fiscal Agent for payment.**

26. Attachment C.2: Budget and Budget Narrative references direct participant pass-through award, but does not specify the amount of direct participant funding. What is the amount? Is the amount of direct participant funding available subdivided by county or AJC, or is there an average cost per participant anticipated?

**Answer: Without complete information of PY 2018-2019 funding provided by the Tennessee Department of Labor and Workforce Development, the ranges of direct participant funding is anticipated to be \$1.8 million to \$2.1 million for the 9-month contract. It is anticipated the ETLWDB will establish a pro rata distribution of direct participant funding by county, yet this distribution is subject to change at any point during the 9-month period by the Board as it deems necessary.**

27. Do bidders need to complete any sort of vendor registration with Anderson County prior to submitting their proposal?

**Answer: No**

28. How do proposers obtain a bidder's number? Is this assigned by someone, or is it a self-designated number established by the bidder/proposer?

**Answer: The bidder should self-assign a seven digit number to identify its print-enabled version of its RFP response. The electronic version of bidder's response does not have to be scrubbed of identifying names, logos, etc.**

29. If proposers/bidders wish to outline two different service delivery arrangements, can this be included in a single proposal, or should the bidder submit two distinct proposals?

**Answer: Bidder shall submit one proposal to describe its service delivery arrangement(s).**

30. May bidders submit more than one proposal? If YES, should it use the same bidder number for each proposal?

**Answer: Bidder shall submit one proposal to describe its service delivery arrangement(s).**

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31. Should proposer responses specifically follow the number and letter sequence outlined in the Scope of Work?

**Answer: Responses that follow the number and letter sequence outlined in the Scope of Work is not a requirement of bidder's response.**

32. To clarify the instruction on page 21 of the RFP regarding submission of documents, should each print copy of the response to the RFP be placed in a 3-ring binder (total of 8 binders)? Should the print copy be bound in any way other than being in the 3-ring binder?

**Answer: Bidder shall submit identical, print-enabled copies of its response in eight 3-ring binders. The binder should contain the following items in the order seen below:**

- 1. Attachment A: Cover Page**
- 2. Attachment B: Conflict of Interest Form**
- 3. Attachment C.1: Budget and Narrative (if applicable)**
- 4. Attachment C.2: Budget and Narrative (if applicable)**
- 5. Attachment D: Reference Form and, if desired, letters of recommendation**
- 6. Two (2) Years of Audited Financial History (NOTE: if voluminous, this document may be bound to the outside of the 3-ring binder with rubber bands)**
- 7. Organizational Chart**
- 8. Documentation of registration for private, for-profit, or non-profit organization (if applicable)**
- 9. Table of Contents for Proposal Narrative**
- 10. Proposal Narrative (scope of work)—limited to 25 pages**

33. We understand the print version of the proposal narrative should be scrubbed of anything that identifies the bidder (name, logos, etc.). Please confirm that this requirement applies only to the narrative and not to supporting documentation, such as letters of reference, the audit history, or organizational charts.

**Answer: Only the Proposal Narrative addressing the Scope of Work, referenced above in 32.10 above, needs to be scrubbed of identifying references.**

34. Our audit document for one year is over 100 pages. Should we send only parts of the audit report, such as the auditor's statement on the financial status of the agency, and omit the financial statements, balance sheets, etc.?

**Answer: Please see 32.6 above.**

35. Does the Table of Contents for the Scope of Work count toward the 25-page limit?

**Answer: No, only 32.10 above falls within the 25-page limit.**

36. When is the expected notice time of the award?

**Answer: At this time, the award is expected to be announced no later than 20 September 2018.**

37. Will computers, an office phone, and the office space be provided for the One-Stop Operator?

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**Answer: Office space with phone will be provided for the One-Stop Operator. Negotiations regarding IT needs will be negotiated with the successful bidder.**

38. Are there any current kiosk stands at the locations to capture customer and partner data?

**Answer: Yes, all AJCs have kiosks stands to capture customer data at sign-in.**

39. On the 3<sup>rd</sup> page of Attachment E under letter d, what does "elements #3-5" refer to in the attachment?

**Answer: The reference seen in the question above points out an error in numeration. The correct verbiage for Attachment E, §d, paragraph 2 should read:**

***"Contractor staff will be responsible for recruitment, WIOA eligibility, enrollment and applicable Out-of-School Youth elements listed below, with emphasis on elements I.c-I.e to encourage work-based learning and post-secondary education leading to credentials."***

40. Please confirm the contract start date that services to customers/participants must be 100% available.

**Answer: Services to customers by Career Training and Service Provider and One-Stop Operator must be in place and available by no later than 8:00A.M. EDT Monday 1 October 2018.**

41. For the questions for Title I Career Training and Service Provider, under Pass-through Payment of Direct Costs on page 20, two verifications are asked for:

- f. Verify that the organization will reimburse in full the fiscal agent and/or the state for any disallowed costs.

Is a statement verifying/confirming that the bidder will do this acceptable, or is proof of sufficient funds to reimburse costs required?

**Answer: Since the RFP responses become a part of the eventual Agreement, a statement of understanding and agreement is sufficient. Language in the Contract signed by the successful bidder will serve to confirm further provider's acceptance of this stipulation.**

- g. Identify appropriate insurance coverages and verify that such coverages will remain in place for the duration of the contract period.

Should we attach proof of current insurance coverage and state that such coverages will remain in place, or is a state from the insurance provider required?

**Answer: Answer: Since the RFP responses become a part of the eventual Agreement, a statement of understanding and agreement is sufficient. Language in the Contract signed by the successful bidder will serve to confirm further provider's acceptance of this stipulation.**

42. On page 18, Title I Services, General,

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k. Verify that the organization can absorb and cover...costs during the initial start-up period (October-November 2018), but also during other periods.

Should the bidder attach financial document demonstrating its ability to cover these costs, such as a Dun and Bradstreet report on available working capital or financial documents showing the organization's amount of unrestricted funds available to cover such costs?

**Answer: Either or both of the listed documentation would suffice to answer this requirement.**

43. Please clarify the information that is requested in the Career Training and Service Provider Component on page 18: Accessibility

c. Discuss outreach methods to reach and enroll targeted populations and promote AJC services. Be specific as to the actual outcomes.

Does this mean that bidder should estimate the number of individuals making up the targeted population who are expected to enroll in any AJC service as a result of the proposed outreach, or should we estimate enrollment in Title I Career Services only?

**Answer: The intent of the question is to gauge bidder's 1) understanding of target population(s), 2) its ability to develop and deliver an effective marketing and outreach program targeting populations with barriers to employment, and 3) its understanding of how the American Job Center can be a partner in efforts to attract targeted populations. If bidder is targeting a specific audience, e.g., Out-of-School youth and adolescents, then bidder may wish to provide insight into its history of service and success with this population. The same would hold for bidder who wishes to serve other populations with barriers to employment, i.e., potential adult clients and dislocated workers.**

44. Will AJCs be able to provide space for tutoring providing by the youth program?

**Answer: Space for tutoring may be available if the bidder wishes to sign the Infrastructure Sharing Agreement as a partner in the AJC. No space in the AJC that is free of charge is available for this purpose.**

45. Should resumes of existing or proposed staff be attached to the narrative proposal?

**Answer: No, resumes should be free standing documents included in the binder. This allows bidder to devote 25 pages to answering the Scope of Work questions.**

46. Should all pages be numbered consecutively beginning with the cover page? Some required documents, such as audit reports and indirect costs rate agreements, already have internal page numbers.

**Answer: Only the 25-page narrative addressing the Scope of Work questions needs to be numbered consecutively.**

47. Should the table of contents cover the proposal narrative contents only (as opposed to the entire application package) and be placed at the start of the proposal narrative?



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**Answer: Yes, the TOC should be placed ahead of the 25-page Scope of Work narrative and list page numbers within the Proposal Narrative.**

48. Is it anticipated that there will be another bidding process at a later date for youth services, specifically out of school youth?

**Answer: There is no scheduled RFP beyond this one that runs, at minimum, nine months.**

49. I understand from reading the RFP that sub-contracting is permitted with written approval of the ETLWDB and that "competitive procurement is required for all services that benefit the public." If an entity were planning to apply for Title I Services in all sixteen counties but also planned to sub-contract out portions of that, should that information be included in its original proposal?

**Answer: Yes, any bidder, regardless of its geographical reach in service delivery, is instructed to disclose its intent, whether at the outset of the contract or any time during the course of its service delivery during the 9-month period, to sub-contract with other entities for service delivery of WIOA Title I services.**

END.