



**NORTHWEST REGIONAL
WORKFORCE INVESTMENT BOARD**
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Northwest Regional Workforce Investment Board WIOA Title I RFP Questions

Posted 12-20-2024

Forms

- 1) Question 9-15 states: “The proposer’s proposal response must be signed by a corporate officer and contain a certification indicating that no representative of the corporation has exerted any undue influence on the procurement process, violated any federal or state procurement, conflict of interests or ethics law in seeking funding for this proposal. Can proposer certify to these conditions?” **Yes** Is this referring to a specific attachment that must be signed? Is it one of the forms in Attachment 4 (Certificate Regarding Lobbying, Certification Regarding Conflict of Interest, Certification regarding Debarment Suspension, Certification regarding Drug Free Workplace) or something separate? **See below.**
- 2) Discrepancies between the list of required federal/state forms:
 - a. The RFP mentions on page 13 “Certification Regarding Conflict of Interest.” However, Attachment 4 does not include a form with this title. **All referenced attachments shall be provided in an addendum (or as separate files) at www.nrwib.org for download and submission. At the time of award and execution of agreement, these attachments will be incorporated into the agreement with the awarded vendor as provisions.**
 - b. Attachment 4 includes a form “Labor Union Concurrence Form.” However, the RFP does not include this form in the list of required forms when it gives the order for submission on page 13. Where should this form be included when submitting? **This should be submitted with your documents.**

Narrative

- 3) Question #9.2 in Attachment 2 asks, “Describe any equipment to be purchased with funds under this agreement.” However, 13.f on page 20 of the RFP states, “No equipment purchases are allowed.” Given this, should the answer to 9.2 be “none”? **Yes** Or is the statement regarding no equipment purchases incorrect?
- 4) Attachment 2 Question #1.2 states, “Please describe your organization’s experience in providing the services proposed or services similar to those requested under this RFP. Indicate states, cities and or counties where proposer has been operating similar services and provide a contact person and phone number of someone who will provide a reference.” We have similar experience in over two cities, but the RFP asks for only two references. Should we list all of the cities where we have relevant experience and submit contact information for two of them, or should we list only two of the cities where we have experience and that align with our two references? **You may list as many as you wish, but you only need to provide contact information for two.**
- 5) Should all the questions in 1.1 be answered for the parent company? Or only 1.1 c.? **This depends on the structure of your company.**



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- 6) Q7.3 asks for level of service to individuals expected during year one and year two: “Please attach as an exhibit to this proposal a work activity schedule which indicates the time frames for the start of the services once a contract has been negotiated. Include the time needed to hire and train staff. To the extent information is available please indicate levels of service to individuals expected during year one and year two if the contract is renewed?” Does this question focus on 'outcomes' or the variety and depths of service we offer that will lead to the outcomes? **This refers to the variety and depth of services you offer that will lead to the outcomes.**

References

- 7) Should the two credit references use the same Experience Reference Form (Attachment 5) as the two organizations certifying we have the capacity to provide the services proposed? **Yes, and that you have sufficient cash flow to enter into a “reimbursement” contract.**

General Program Expectations

- 8) What are the specific regional industries or sectors that NRWIB considers high-priority for job placements and training programs? **Refer to our Local Plan in the “about” section of our website.**
- 9) Are there any existing partnerships or agreements with community organizations, training providers, or employers that the proposer is expected to leverage or continue? **Refer to our Local Plan.**
- 10) Does NRWIB have performance benchmarks for the six WIOA Adult and Dislocated Worker measures beyond federal standards? **No**
- 11) Are there specific populations (e.g., veterans, youth, non-English speakers) NRWIB wants the proposer to prioritize beyond those required by WIOA? **Second Chance**
- 12) What are the specific policies of the NRWIB that the selected provider would be expected to comply with? Where can those policies be accessed for review? **Standard NRWIB WIOA policies will be made available to the selected proposer.**

Staffing and Operations

- 13) What challenges have been identified with the current staffing structure or service delivery model at the One-Stop Career Centers that the proposer should address? **NRWIB will not respond to this question.**
- 14) What level of flexibility does NRWIB expect regarding staff roles and responsibilities, especially concerning shared staff between programs? **This is up to the proposer.**
- 15) Are there specific training or certifications required for staff providing WIOA services, beyond standard workforce development competencies? **No**
- 16) What are NRWIB's expectations for the transition process if there is a change in service providers? **Award will be announced in March with a 90-day transition period to follow.**

Employer Engagement and Partnerships

- 17) Are there specific employers or sectors that NRWIB has struggled to engage or would like prioritized in outreach efforts? **Refer to our Local Plan.**



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- 18) Does NRWIB have existing relationships with second-chance employers or businesses that support hiring individuals with barriers to employment? **Refer to our Local Plan.**
- 19) What expectations does NRWIB have regarding the proposer's role in developing new work-based training options (e.g., OJT, apprenticeships)? **Please describe your strategies to do so.**
- 20) Are there particular metrics NRWIB uses to evaluate the effectiveness of employer engagement efforts? **NRWIB employs several metrics to evaluate the effectiveness of its employer engagement efforts including an email subscription service which helps measure employer awareness and engagement and an internal database that track critical metrics, such as job placements, employer points of contact, expressed needs, and solutions provided**
- 21) Does the NRWIB allow providers to work with staffing agencies for Job Seeker placements? **Yes**

Participant Services and Outcomes

- 22) Does NRWIB have specific goals for the integration of services for participants with significant barriers to employment, such as ex-offenders or individuals with disabilities? **Yes**
- 23) What is the anticipated demand for supportive services like transportation, childcare, and mental health resources in the region? **The demographic makeup of the region-urban, suburban and rural- will require all forms of supportive services allowed under WIOA.**
- 24) What additional data or reporting requirements, if any, does NRWIB have beyond the WIOA standard performance reports? **None**

Technology and Data Systems

- 25) What level of integration is required with CT Hires and other state-provided systems for case management and performance tracking? **CT Hires is the only platform used for WIOA and JFES**
- 26) Are there specific expectations for using technology to enhance participant engagement and service delivery, such as learning management systems or mobile apps? **Yes- please propose methods/strategies to increase and enhance use of technology to enhance participant engagement and service delivery,**
- 27) Does NRWIB require the proposer to provide IT infrastructure or support for virtual services? **No. IT infrastructure is provided. Propose should craft a plan to deliver virtual service**
- 28) Is the use of third-party databases or case management systems permissible? **CTHires is the platform for all case management. NRWIB will not allow expenditures for other case management systems. Databases such as FutureWorks are used by the NRWIB to manage performance.**
- 29) Is virtual WIOA enrollment permissible? **This is driven by CT Hires. We are open to this.**
- 30) Are electronic eligibility documents and signatures allowed for the WIOA eligibility determination process? **Yes, as allowed by US DOL.**



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Retention and Follow-Up Services

- 31) Are there particular retention challenges NRWIB has identified among past participants, and what strategies have been effective in addressing these challenges? **No response provided**
- 32) Does NRWIB have specific re-employment strategies or resources that should be incorporated into the proposer's plan for job seekers who lose employment? **No response provided.**
- 33) What frequency and type of participant and employer follow-up activities does NRWIB expect post-placement? **Please offer your intended follow-up activities.**

Compliance and Coordination with CT DOL

- 34) Are there existing processes for coordinating with CT DOL that the proposer should maintain or improve? **Yes**
- 35) Does NRWIB have specific expectations for integrating CT DOL staff into one-stop operations and participant services? **Yes**
- 36) What are the priorities for joint recruitment and employer engagement efforts with CT DOL? **Business Services Team is an integrated model with many partners.**

Performance Monitoring and Continuous Improvement

- 37) What process does NRWIB use to evaluate service provider performance, and how often are evaluations conducted? **Annual formal monitoring/evaluation tool.**
- 38) Does NRWIB have a preference for specific tools or methodologies for continuous improvement and participant feedback collection? **CT Hires client satisfaction surveys .**
- 39) Are there particular innovations or service delivery models that NRWIB wants the proposer to implement or explore? **Virtual services**

Budget: See page 5 for screenshot of document

- 40) When trying to key-in the salaries portion to the RFP budget template provided, the formular is off: 100% of 94,984 give us \$950. The template is protected and doesn't allow for change. **The format has been corrected and uploaded. See UPDATED Budget link on the website.**
- 41) If we have an existing indirect rate with our Federal cognizant agency, will the indirect rate be honored instead of the 5% admin rate referenced in the proposal document? **We will accept the approved indirect cost rate up to 15%. Support for calculation to be included.**

