



**FY2021 One-Stop Operator and Direct Services
 Request for Proposals (RFP)
 Bidders Conference – Q&A**

1/28/20

Attendees: Brighton Center, Inc. (Ellen Bates, Correy Eimer, Melissa Sommer), Gateway Community and Technical College (Kylie Keene), Northern KY Community Action Commission (Amber Decker), ResCare (Sara Dodeci), Northern KY Area Development District (Melissa Patchell), Northern KY Workforce Investment Board (Tonia Slone, Jason Ashbrook, Katie Jo Kirkpatrick).

Questions/ Answers:

1. **What is the specific “Close of Business” time that the proposals are due to the Northern KY Area Development District (NKADD)?**
 - 4:30PM Eastern Standard Time (EST)
2. **What are the federal WIOA performance targets/ measurements for the local area?**
 - Currently the state of Kentucky is under a temporary performance waiver with Department of Labor. That waiver is set to expire on July 1, 2020. In the past year, the State introduced a new Customer Relationship Management system, known as KEE-Suite, as its prime data collection/case management system for WIOA and Wagner-Peyser customers. This system replaced the previous One-Stop Operating System (EKOS- Employ Kentucky Operating System). The transition to the new system has been challenging, at best. The technological and data retrieval deficiencies of the new system are numerous. As a result, local Workforce Development Areas across Kentucky have been unable to successfully extract accurate data on customers served or how the local system is performing against WIOA’s federally required measurements. Despite the federal waiver of performance, the Northern KY Workforce Investment Board (NKWIB) expects the selected One-Stop Operator/ Direct Services Provider to meet or exceed all local, state, and federal performance measurements. In terms of local performance measurements, refer to the KPI document on page 66 on the RFP. In terms of federal performance, the following are examples of recent WIOA performance goals for the local workforce development area (for informational purposes only; not to serve as official WIOA Performance measurements):

WIOA Performance Measurement	Goal
Dislocated Worker- Entered Employment Rate	78%
Dislocated Worker- Retained Employment Rate	80%
Dislocated Worker- Credential Attained Rate	62%
Adult- Entered Employment Rate	72%
Adult- Retained Employment Rate	73%
Adult- Credential Attainment Rate	58%
Youth- Entered Employment Rate	70%
Youth- Retained Employment Rate	73%
Youth- Credential Attainment Rate	60%

- 2. In terms of the estimated leasing costs of career centers of Covington, Florence, and the Airport, do these amounts have to be included in the bidder's contract budget?**
 - Yes. Estimated leasing costs of these centers are listed on pages 18-19
- 3. Also, on the topic of leasing costs, does the Operator budget have to pay for these costs, or can they be distributed throughout both Operator and Direct Services line items?**
 - The leasing costs can and should be included in both the Operator and Direct Services functions of the bidder's budget
- 4. Is the current Kentucky Career Center location in Carrollton a required physical site under this RFP?**
 - Although the current Carrollton site is not specifically required in the RFP, the access and availability of services to job seekers and employers in Carroll and (nearby) Gallatin counties is required. Leveraging of partnerships with local organizations as well as utilizing creative/innovative solutions to delivering services in all rural counties (Carroll, Gallatin, Grant, Owen, Pendleton) will be essential.
- 5. For the Covington, Florence, and Airport career centers, is it required to have full-time staff based at these locations?**
 - Yes. The bidder will provide a recommended staffing structure (in their proposal) for each of these physical career center sites along with the entire eight-county workforce area. Note: staffing structures should remain nimble/ adaptable to changes based on the local Board's current and future strategic plan as well as state/federal guidelines
- 6. In terms of the other physical locations of career centers, is it required to have staff based at these locations?**
 - No. However, the bidder will need to explain how they will provide services to the rural counties of Carroll, Gallatin, Grant, Owen, and Pendleton
- 7. Is it required to have staff specialized by customer grouping (WIOA Adults, Dislocated Workers, Youth, etc.)?**
 - No. Currently, the structure is aligned by function (Talent Development, Business Services), with specialization in the NKWIB's targeted industry sectors. Separating Youth services is recommended due to the differences in eligibility and service delivery but not required.
- 8. Will the bidders be able to include letters of support as attachments to their proposal?**
 - Yes
- 9. In terms of funding of rural county locations, has the emphasis shifted to leveraging existing resources, partnerships, and technology to accomplishment goals, versus having more brick and mortar sites?**
 - Yes, the current trend of federal and state workforce resources/funding is declining, which underscores the critical importance of utilizing creativity, innovation, and partnerships to deliver One-Stop Operator and Direct services
- 10. What was the amount of local WIOA funding that decreased over the last year?**
 - The current FY20 saw an approximate decrease of over \$200,000 in local resources compared to the FY19 budget
- 11. In terms of the funding allocation information listed on page 20, there is a note regarding the Trade/ TAA funding not being included in the numbers. Can you explain how that Trade funding might impact the overall budget?**
 - Trade/ TAA funding is directly connected to an employer/company with a federal Trade petition approved (certified) by the US Department of Labor (DOL). Currently, there are zero (0) active Trade petitions in Northern KY. If/when a Trade petition is certified by DOL, additional Trade/TAA funding may be available and added to the Direct Service Provider's contract to serve the Trade-affected employer(s) and individuals

12. On page 27, Item x., are job training services provided by the providers on the Eligible Training Provider List (ETPL)?

- Yes. WIOA-funded training services are provided by approved educational providers listed on the state's ETPL (managed centrally/ in Frankfort), which requires a credential attainment upon completion of training, along with other criteria

13. In terms of Firewalls, can you elaborate on that process?

- Firewalls must be in place and detailed in the proposal to show distinction between the One-Stop Operator and Direct Services Provider functions as well as address any real, apparent, or organizational conflicts of interest. These specifications can include but are not limited to, staffing structure/ chain of command, standard operating procedures, and confidentiality/ disclosure agreements

14. Is it permissible to include infographics, graphics, charts, and images in the proposals?

- Yes. However, the maximum number of words for each question (specified on pages 25 and 26) will still apply to images that contain text

15. Is there specific criterion for font type, font size, or page margins in the proposals?

- No