Bidder's Conference Q & A – Posted 11/29/18
(Corrections highlighted in yellow)
(Updates in blue)

In-person meeting held:
November 13, 2018 @ 1pm
Pendleton Library, Pendleton, SC

PY18 RFP Adult/DW Program Services

1. Page 10 mentions maintaining a "Satisfactory" customer service rating from job seekers and employers. How will WorkLink determine and monitor ratings of the bidder from job seekers and employers?
   Customer Service Satisfaction is a requirement of OneStop Certification Standards, which are issued by the State Workforce Development Board, and is currently up to the local Workforce Development Board to develop a systematic way of handling the collection of customer satisfaction surveys and implementing process improvement strategies. In the event a state-wide strategy is implemented, WorkLink will notify the bidder of the required procedures.

   Currently, the selected Operator is tasked with monitoring satisfactory customer service ratings for the system on an ongoing basis. Each customer that uses any service within the SC Works Centers may complete a customer service satisfaction survey in a drop box in each of the SC Works Center resource rooms. The Operator periodically collects these forms and reviews them with appropriate partners to implement necessary changes.

   WorkLink reviews customer service satisfaction comments and reports during the annual monitoring of each Center, including the steps taken to correct discovered issues.

   Furthermore, WorkLink reserves the right to follow-up with WIOA program participants at any given time to establish the quality of services being provided by a service provider. This may include written surveys sent electronically or through paper means, and/or telephone calls.

2. Page 14, section v. Participant Activity Codes/Participant Tracking-What supplemental data not tracked in SCWOS should be tracked by a supplemental system or spreadsheet? What are the specifics?
   SCWOS (SC Works Online Services, the Statewide database management system from Geographic Solutions) is the reporting system to DOL. It should be the primary data entry for activity codes.

   SCWOS only allows Case Managers to look up one participant at a time. There is a case load report available in the ad hoc reports created by Department of Employment and Workforce that the Service Provider can use. However, it does not give a complete snapshot of the participant and their progress through the program, such as WIN or WorkKeys scores, next steps, etc.

   Therefore, we encourage the Service Provider to track the following types of data in such a way that a case manager can manipulate the data and tell at a glance: Last Name, First Name, State ID, Case Manager, SC

Works Center, funding stream, highest level of education, barriers to employment, training focus, status of training, anticipated completion date, career readiness certificate level, soft skills training completed, computer literate, work history cluster, desired occupation, pay requirements, miles willing to travel, notes, exit status, reason for exit, credentials earned, measurable skills gains, employment, hourly wage, and next steps. These may be modified by the Service Provider at their discretion in order to better manage their caseloads. This report may also be an effective way to communicate which participants may be ready to be referred to the OJT service provider.

3. Page 17, The second paragraph states that the bidder will use SCWOS to track the ITAs, obligations, and expenditures along with an internal method of capturing any data not reported by SCWOS. As it relates to SCWOS, please explain any new requirements that will be asked of the winning bidder that are different from how the current service provider is tracking participant related expenses in SCWOS.

    WorkLink doesn't require IFT Fund Management (vouchers, payments, etc.) feature of SCWOS. WIOA does require that ITAs, obligations, and expenditures be captured. The successful bidder will need an internal method to capture this financial requirement.

    SCWOS has the capability of tracking ITAs via the Individual Fund Tracking (IFT) module in SCWOS. In the event that a grant awarded by the State requires this, the Service Provider will be required to enter data into SCWOS. The Service Provider may use SCWOS as their proposed system to manage ITAs, or they may propose to use an alternative system. Our current provider uses an alternate system.

    We require of any successful bidder that they track: ITA obligations to participants, funds leveraged against other sources, vouchers issued to vendors and eligible training providers, payments issued to vendors and eligible training providers, and unobligated funds from vendors, eligible training providers, and participants. Obligations to participants, vendors and training providers must be available by program year.

    We also require a minimum monthly report out to committee and Board members during meetings. The Service provider will be expected to send those reports to WorkLink staff at least two days prior to a planned meeting so that information may be reviewed for complete/correct information and included in committee and/or Board packets.

4. Is there a limit to the number of pages for the proposal narrative?
    No. Please be complete, but succinct in your responses. Business representatives will be the primary reviewers on the panel.

5. What are the number of current ITA customers?
    Current number in training is 93.
    Last program year?
    183 received training in program year 2017
    Number in follow-up?
    266 adults and dislocated worker participants are currently in follow-up

6. How many ITA customers will carry-in to the contract?
    At this time I cannot guarantee an accurate number. Most of our carry-in ITA customers do not receive an ITA until the Spring. Our ITA customers usually enter short-term training. However, I can provide PY17's number as a baseline: 5 Adult ITA customers, 2 DW ITA customers.

Please note that ITA customers are a sub-set of the actual number of active carry-in participants that the service provider will be responsible for delivering service to. From PY17 to PY18, we had 116 active carry-in customers. These do not include follow-up participants.

7. Can we obtain copies of your ITA Training Policy and Supportive Services policy?
Yes. We will post on the website.

8. What do you use for performance tracking?
For deliverables required by the WorkLink Board, a usage report will be posted on the website for bidder's to review. The bidder may revise the report and submit an alternate format with the proposal for consideration. The negotiations team reserves the right to maintain the Board's usage reports in the event that adequate information for tracking a selected provider's performance is not sufficient in the proposed format.

For negotiated performance measures by DOL and DEW, SCWOS provides preliminary predictive reporting. WorkLink staff also receives from DEW, an error report for DOL performance reports. The selected provider will be given an opportunity to review data prior to submission to the State and correct those errors. After DOL has accepted the State's submission, the WorkLink Board receives a quarterly performance report to review the status of a provider's attainment of DOL negotiated goals.

The service provider will be expected to track performance internally using SCWOS and their internal tracking processes.

9. What is your current performance?
Negotiated performance levels are as follows:

Performance Measure	Group	Goal
Employment Rate Q2	Adults	73.1
Employment Rate Q4		70.8
Meadian Earnings		$4,236
Credential Rate		51.0
Measurable Skill Gains		Baseline
Employment Rate Q2	DW	77.0
Employment Rate Q4		75.0
Meadian Earnings		$5,900
Credential Rate		54.4%
Measurable Skill Gains		Baseline

PY17 Annual Performance Report will be posted on our website.

PY 2017 WIOA Quarterly Report Summary - Annual

Performance Measure	Group	State			Worklink		
		Goal	% of Goal	Actual	Goal	% of Goal	Actual
Employment Rate Q2	Adults	73.1	107.5%	78.6	73.1	116.6%	85.2
Employment Rate Q4*	Adults	70.8	112.1%	79.4	70.8	119.9%	84.9
Median Earnings	Adults	4,628	120.6%	5,581	4,236	145.3%	6,153
Credential Rate*	Adults	51.0	141.4%	72.1	51.0	117.6%	60.0
Measurable Skill Gains	Adults	N/A	N/A	42.3	N/A	N/A	46.4
Employment Rate Q2	DW	79.3	106.6%	84.5	77.0	108.2%	83.3
Employment Rate Q4*	DW	75.0	111.9%	83.9	75.0	133.3%	100.0
Median Earnings	DW	6,100	116.1%	7,084	5,900	119.8%	7,068
Credential Rate*	DW	54.4	141.4%	76.9	54.4	122.6%	66.7
Measurable Skill Gains	DW	N/A	N/A	31.3	N/A	N/A	42.3

10. Who are your current eligible providers for ITA Case Management services?
Eckerd Workforce Development Services (Business name is Eckerd Connects.)

11. Most used ITA Eligible Training Providers? Eligible training providers have been listed below. Those underlined are the most frequently chosen by participants.
Arc Labs LLC
Carolina Career School, LLC
Carolina Computer Training
Carolina Construction School, LLC.
ECPI University
Forrest College
Greenville Technical College
NDE Institute
New Horizons Computer Learning Center of Charlotte
New Horizons Computer Learning Center of South Carolina
Norris Mechanical, LLC
Palmetto School of Career Development
Piedmont Technical College
SC Midlands EMS Management Association
SC Vocational Rehabilitation
Strategic Management Solutions, LLC
Tri-County Technical College
Truck Driver Institute
York Technical College

Additional information about Eligible Training Providers may be found here: https://www.scpath.org/

12. Who pays (cuts checks) for ITA Eligible Training Providers?
Eckerd Workforce Development Services manages the entirety of the payment process. WorkLink reimburses Eckerd Workforce Development Services at the close of each month for actual expenses.

13. Who does data entry into SCWorks for ITA's applications… case notes, enrollments closures, follow-ups, etc? Do you have any centralized data entry or will the contract provider do this?

Eckerd Workforce Development Services completes all data entry for their participants. The contractor is responsible for all data entry.

14. In reference to Part 6, Section A on page 24, are ITA funds included in the $724,000 in Estimated Total Funding? Yes.
    a. Do ITA voucher costs count as part of the 40% direct customer service expenditures requirement? Yes.

15. In Reference to Part 4, Section A, 4(ii) on page 16, are Worklink WIOA classroom training funds separate from ITA voucher funds? No.
    a. If they are separate, can the provider implement trainings in the identified high-growth industry clusters and occupational exceptions using Worklink WIOA classroom training funds without being on the ETPL? No.
    b. If they are referring to the same funding, does this mean ITAs can only be used for training in the identified industry clusters and occupational exceptions?
    Yes, unless otherwise approved by our Executive Director or changed by our Board. Exceptions will only be approved for in-demand occupations for the WorkLink area.

16. Is the SCWOS case management system compatible with other data management systems such as Salesforce, for example?
    WorkLink is not familiar with Salesforce so we cannot give a definitive answer. However, the State is required to meet minimum database system requirements as set forth by DOL. Geographic Solutions (South Carolina branded it SCWorks Online Services or SCWOS) is the selected statewide vendor for South Carolina. Other systems that have historically been used by Service Providers to supplement data include Efforts-to-Outcomes, a product of Social Solutions, and Empyra.

17. Does the $3,000 per participant for supportive services include expenses related to retention/follow-up services? For example, if post-employment barriers are discovered during the retention period and the participant is referred to a supportive service, are these expenses part of the $3,000 allocated for supportive services?
    Yes, $3,000 in any type of supportive service per participant per program year.

18. On page 22, bullet 14. Type of Contract, there are descriptions for Cost Reimbursement Based Proposals, Hybrid Contract, and Criteria for Earning Profit. Is the applicant permitted to select either a cost reimbursement or hybrid contract? Please clarify.
    Yes. The bidder may submit any of these types of contracts. Please clearly label which type of contract is preferred.

19. In reference to page 22 of 48, please elaborate on the performance-based hybrid contract. What does WorkLink consider to be acceptable milestones? What percent of the Hybrid contract can be performance-based?
    We have left the percentage of the hybrid contract to the bidder. Please propose the criteria/milestones that you would like considered.
    - Examples include number of recognized credentials received, number of measurable skills gains attained, number of participants employed during 2nd quarter, number of participants employed during 2nd and retained during 4th quarter, number of individuals with a wage increase in 2nd quarter and/or 4th quarter.
    - Other deliverables discussed in the grant may be included, such as soft skills completions.

The negotiations teams will finalize all suggested criteria for performance-based contracting as well as payment schedules.

20. Is the vendor permitted to suggest a level of service (number of participants served) based on the funding amount?

Yes. Please explain the number and how you reached the proposed number to be served. (In other words, show your math.) Include in your explanation your cost per participant and what an ideal caseload number is for a case manager (note to the side if a case manager will be responsible for all activities carried out by a participant – "cradle to grave" model, or if they will only be responsible for certain tasks – i.e. one staff person will complete all eligibility applications, another staff will handle assessments, etc.). Keep in mind that if additional funding is awarded after the grant begins, additional participants are expected to be served. Your methodology should work for scaling up (or down during a rescission) depending on the availability of additional funds. The bidder should assume the funding stated in the RFP is all that is available to carry out the Adult/DW Program for PY19.

21. Is there a page limit for the narrative?

No. Please be complete, but succinct in your responses. Business representatives will be the primary reviewers on the panel.

22. Are any electronic copies of the proposal required?

No.

23. How many awards are anticipated?

In the past 10 years, we have typically awarded 1 vendor a grant award. However, the RFP panel reserves the right to recommend additional awards.

24. Will WorkLink consider awarding two (2) different vendors to serve the Adult population and the Dislocated population separately?

We will consider any application submitted under the RFP guidelines. We have historically awarded the Adults and Dislocated Worker funding together, but are not opposed to partnerships that split the program responsibilities. In the event that a bidder chooses to bid only on one population, we strongly prefer that the bidder include a partner that will address the other population.

25. In reference to page 24 of 48, is the funding amount of $724,000 for each population or is that total funding for the entire program?

The $724,000 is quoted for the Adult and Dislocated Worker populations combined. The service provider may propose the split of Adults vs. DWs to be served. We strongly recommend at least a split of 90/10 for those vendors submitting a bid to serve both populations.

26. In reference to page 24 of 48, will there be a penalty for not expending more than 90% of funds?

WorkLink staff will work closely with the service provider to address under-expenditures. The under-expenditure may be one factor considered by the Board in whether or not to extend a grant into the next program year.

27. In reference to page 24 of 48, does the 40% of direct customer services include Staff Salary for participant oversight? No. The 40% only includes training and supportive services.

Please reference State instruction letter, 17-04 Change 1 "Participant Cost Rate Policy."
https://www.scworks.org/media/17_ET_Instruction/ET_Instruction_17-04_Change_1.pdf

28. In reference to page 24 of 48, if no large purchases can be made between July 1 and September 30, how does WorkLink imagine program start-up?
The provider will be able to use existing carry-over funds for start-up expenses. However, carryover funding is still limited.

29. Who are the current vendors?
Eckerd Connects, also known as Eckerd Workforce Development Services

30. Can the performance history for the current contract be published for review?
Yes. It will be posted on our website.

31. Page 20, under fiscal responsibility, states that banking agreements are to be submitted with the proposal. Can you please clarify as to what you are requiring here?
This is a confirmation of account information statement from your bank, verifying that you have an active account. These typically have bank account numbers and wire transfer numbers listed on it. The bidder may blacken out the account numbers during the negotiation process.

32. Is it mandatory to provide services at the SC Works Centers identified in the chart on pages 6-7 of the RFP?
Yes, with the exception of the Access Points.

What are the hours/days the current provider is on-site at each of the Centers?
The current provider offers services at the following times:
• Anderson SC Works Center – Monday thru Friday from 8:30am to 5:00pm
• Clemson SC Works Center – Wednesday, Thursday, and Friday from 8:30am to 5:00pm, by appointment on Monday and Tuesday.
• Easley SC Works Center – Monday and Tuesday from 8:30am to 5:00pm
• Seneca SC Works Center – Monday thru Friday from 8:30am to 5:00pm

33. Could you please clarify what is meant by the "Access Points" locations identified in the chart on page 7?
Access points are un-staffed, standalone kiosk computers. These kiosk computers feature websites to job seekers services. These kiosks are placed in the locations listed in the RFP. Partners receive training on how to navigate and assist their customers with the kiosk location, but the access pointes do not require staff oversight.
Are WIOA-funded staff housed at these locations? No.
Should bidders plan to provide services at these Access Point locations? No. The selected Operator manages the computers and training of partner staff.

34. How is the Employer Services performance measure defined, and what are the related performance goals for Adults and Dislocated Workers?
The definition for Employer Services as it relates to South Carolina may be found in the State Instruction letter "Employer Service Performance Indicators and Employer Service Codes."
https://www.scworks.org/media/17_ET_Instruction/ET_Instruction_17-09.pdf

The Adult and Dislocated Worker program will work with partners and the Operator to communicate any efforts that may impact the employer measure. However, the service provider will not be directly responsible for achieving this measure under this RFP.

35. Could you please define what's meant by priority of service? (pages 11-12 of the RFP)
The definition of priority of service is as follows: "The Workforce Innovation and Opportunity Act of 2014 (WIOA) requires priority be given to "public benefits recipients, other low-income individuals, and individuals who are basic skills deficient" when providing career and training services using WIOA Title I Adult funds."

Selected providers will serve WIOA participants in the following order:
1. Veterans and their eligible spouses who are public benefits recipients, other low-income individuals, or individuals who are basic skills deficient.
2. Non-veterans who are public benefits recipients, other low-income individuals, or individuals who are basic skills deficient.
3. Veterans and their eligible spouses who are NOT public benefits recipients, other low-income individuals, or individuals who are basic skills deficient.
4. Non-veterans who are NOT public benefits recipients, other low-income individuals, or individuals who are basic skills deficient.

70% of all participants should fall within category 1 and 2; the remaining 30% may fall into categories 3 and 4.

See State Instruction Letter 15-17, Change 2, "Adult Priority of Service under WIOA."
https://www.scworks.org/media/15_ET_Instruction/ET_Instruction_15-17-C2.pdf

36. Definition of Dislocated Worker on page 12 of the RFP – the RFP refers to 6 criteria but only 5 are listed?
The number is a typo. It should be 5 criteria, and not 6.

Reference TEGL 19-16, "Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules," Attachment III, Key Terms & Definitions.
https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3851

37. How many Adult & Dislocated bidders does WorkLink intend to select?
In the past 10 years, we have typically awarded 1 vendor a grant award. However, the RFP panel reserves the right to recommend additional awards.

38. How many adults and dislocated workers are actively enrolled in services at this time?
206 as of 10/31/2018

39. How many A&DW participants are currently in follow-up?
266 adults and dislocated worker participants are currently in follow-up.

40. How many new A&DW participants did the current provider enroll in the most recently completed program year?
234 new enrollments during PY17.

41. How many A&DW participants exited in the most recently completed program year?
114 participants exited during PY17.

42. How many A&DW participants are expected to carry-over from PY18-19 to PY19-20? Best estimate 420.
Of those total carry-over participants, how many are anticipated to be actively enrolled in services and how many are projected to be in follow-up?
Active 220 and follow-up 200. True carryover is not finalized until October 2019 for PY18-19.

43. How many new A&DW participants would the selected bidder be expected to enroll in PY19-20?
The bidder should propose the enrollments they plan to serve using the funding quoted in this RFP. Please explain the number and how you reached the proposed number to be served. Keep in mind that if additional funding is awarded after the grant begins, additional participants are expected to be served. Your methodology should work for scaling up (or down during a rescission) depending on the availability of additional funds. The bidder should assume the funding stated in the RFP is all that is available to carry out the Adult/DW Program for PY19.

44. What is the current provider's level of staffing?
The current Service Provider partially funds 4 upper- level management and local support staff members, 1 program manager, and 4 career coaches.

45. Could you please provide a recent performance report for the current provider? (Rolling four quarters)
Yes. It will be provided on our website.

46. Who is your current WIOA Adult/DW contractor or is this being operated in house?
Eckerd Workforce Development Services

47. Would you please outline the number of WIOA Adult/DW staff that are funded for the entire service area and the current distribution of those staff across the existing sites?
- 2 Upper Level Management – off-site
- 1 Fiscal Representative – currently off-site
- 1 Data Support person – 8:30am to 5:00pm Monday thru Friday
- 1 Program Manager – permanent office in Clemson, provides support to all Satellite Sites
- 4 Career Coaches – 1 in Anderson, 1 in Seneca 8:30am to 5:00pm Monday thru Friday; 1 split between Easley Monday & Tuesday and Clemson Wednesday, Thursday & Friday 8:30am to 5:00pm; and 1 split between the Adult Education Center in Anderson and the Adult Education Center in Pelzer (approximately 90% of time is spent at the Anderson Adult Ed)

Would you also provide information on how many of the WIOA funded staff are Full-time and Part-time?
- 2 Upper Level Management – part-time
- 1 Fiscal Representative – part-time
- 1 Data Support person – part-time
- 1 Program Manager – full-time
- 4 Career Coaches – full-time

48. With regard to current and historical program operations and service delivery, would you please provide the following historical data for the following program years—PY2018-2019 year to date; PY2017-2018, and PY2016-2017:

- Total # of Adult customers enrolled in Individualized Career Services
  - PY'18: 67 enrolled, 183 participations
  - PY'17: 212 enrolled, 323 participations
  - PY'16: 205 enrolled, 205 participations
- Total # of Adult customers receiving ITA's
  - PY'18: 81 trained
  - PY'17: 165 trained
  - PY'16: 131 trained
- Total amount of funds expended for ITA's
  - PY18-19 - $117,569
  - PY17-18 – $385,624
  - PY16-17 - $322,804
- Total # of DW customers enrolled in Individualized Career Services
  - PY'18: 9 enrolled, 23 participations
  - PY'17: 22 enrolled, 41 participations
  - PY'16: 26 enrolled, 26 participations
- Total # of DW customers receiving ITA's
  - PY'18: 11 trained
  - PY'17: 18 trained
  - PY'16: 22 trained
- Total amount of funds expended for ITA's
  - PY18-19 - $14,892
  - PY17-18 – $53,015
  - PY16-17 - $50,181

49. Regarding program services, does WORKLINK WDB utilize Work Experience (WEX) contracts for appropriate participants and if so, would you provide the amount expended on WEX by Adult and DW program for PY2018-2019 (YTD), PY2017-2018, and PY2016-2017?
This is an allowable WIOA expense. However, we have historically funded On-the-Job Training Contracts over Work Experience opportunities.

50. Forms (debarment, lobby, drug-test, and the signatory authority) - are they going to be on the website?
WorkLink will post those for bidders. (See attachment "Compliance Forms;" please email jkelly@worklinkweb.com for the editable version of these.)
Are those forms required to be submitted with the application?
Yes. Those are part of the compliance document requirements. And those are required as part of the submission in the RFP.
Pre-award or Post-award? WorkLink is requiring everything be submitted as part of the bid package with the exception of the bank account numbers, which can be blackened out.

51. Please provide more information on the Bonding Agreement identified on pages 21 and 34, as there is no additional information in the RFP or any of the attachments or forms.
This is just a statement letter from your insurance company stating whether or not you are or can be bonded and what it covers.

For further clarification, reference Attachment III – "WIOA Terms and Conditions – Local Addendum" of the Adult/DW Program RFP 18-WIOA-02 section.

It reads as follows:

3.5.7 Bonding Requirements for Advance Payments

Every office, director, agent or employee of the recipient/subrecipient/subgrantee that handles WIOA finances and cash received under this grant agreement must be covered under a Bond Agreement. Proof of such Bond Agreement must be provided in the compliance documents on a yearly basis.

The recipient/subrecipient/subgrantee must obtain a Fidelity Bond that meets the following qualifications:

(a) The recipient/subrecipient/subgrantee shall be named as the insured.

(b) The period of coverage shall be no less than one year, with a discovery period of no less than three years subsequent to cancellation or termination of the Bond.

(c) The Bond evidencing such coverage as required under WIOA Agreement shall contain the following endorsement: No cancellation, termination, or modification of this Bond shall take effect prior to the expiration of thirty-five (35) days after written notice of the cancellation, termination or modification, together with suitable identification of the Bond and named insured has been sent to the Awarding Entity at its official address.

The recipient/subrecipient/subgrantee shall ensure that its sub-contractors, if any, also maintain Bonds in accordance with this Section.

52. No rent amount has been included in the budget forms, so please inform us of how much of the budget should be allocated to rent for each SC Works Center.
The Board covers this on behalf of the WIOA partners. You will only need to include rent for any additional locations other than the four SC Works Centers that you plan to locate in.

53. Do you have an update Local Plan other than what is posted on the website? It is dated 2009-2014. If there is an updated version, may we receive a copy?

As of 11/29/18, it is posted here: http://www.worklinkweb.com/.

Welcome to WorkLink! > News & Publications > Strategic Plans > 2015-2020 WorkLink Strategic Plan

54. On page 3 of the RFP the following statement is made: "Workforce development minded organizations with or without previous experience as a service provider with WorkLink are encouraged to submit proposals; however, only proposals from organizations that can demonstrate that they have the ability to provide workforce development services within the WorkLink region will be accepted."

Does this mean that only current local providers will be accepted? No.

Or if an organization can demonstrate it has the ability to enter South Carolina and begin services, will their application be accepted? Yes.

The intent is for established organizations in workforce development to apply, meaning that they are currently delivering (or within the last two years have delivered) an employment and training type program that specifically addresses helping individuals find and keep employment, and can provide evidence that they have coordinated services with other entities, such as technical colleges, training institutions, vendors, partners, faith-based organizations, economic development, etc. We are not interested in new companies trying to start out for the first time in an employment and training based program. We will accept applications from companies that have a demonstrated history from prior to 2 years ago, but we strongly prefer organizations with recent experience.

As far as applications that will not be accepted: applicants must not be barred from conducting business in South Carolina.

Furthermore, South Carolina and WorkLink as a local region have established our own processes and procedures for administering WIOA programs that differ from other States and regions. Applicants chosen to be a Service Provider in the WorkLink region must understand and adapt to those requirements.

Budget (all three RFPs)

1. Section C – is this requesting an estimated annual budget for the entire organization?
   Just for the organization's program and its associated operations for the WorkLink region.

2. Will the budget forms be provided in an excel format?
   Yes. Please request those from Jennifer Kelly. Email jkelly@worklinkweb.com.

3. Is there a specific format required for the budget narrative?
   No. Ideally, the budget narrative will follow the budget worksheet and the category descriptions listed on page 38 and 39.

4. Is an excel/table format acceptable for the budget narrative if all costs are clearly explained?
   Yes.

5. Does the WORKLINK WDB provide and/or anticipate any "carryover" funds that might be utilized beyond the published estimated funding for service delivery, based on the contractor utilizing existing funds fully prior to the end of the program year? If so, can you provide a general estimate of what may be available based on historical spending trends?
   Yes. We typically have around $100,000 in carryover funds that may be used by a bidder. This number is subject to change based on various factors.

6. Are Cash Advances offered to contractors at the beginning of the contract?
   No.