

Bidder's Conference Questions and Answers – Posted 11/13/18

(All corrections are highlighted in yellow)

(Updates are highlighted in blue)

Meeting Held:

November 13, 2018 @ 2:30pm

Pendleton Library, Pendleton, SC

PY18 RFP On-the-Job Training Coordination Services (18-WIOA-04)

1. Page 10- “In addition to meeting performance measures, the successful bidder must maintain a minimum overall “satisfactory” customer service satisfaction rating from job seekers and employers. How is customer satisfaction measured and at what point in a participant’s progress is satisfaction measured as it relates to this requirement?

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.

As it relates to the OJT program as part of the SC Works System:

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.

As it relates to OJT program overall satisfaction:

The OJT Coordinator schedules a Mid-Term Evaluation at the halfway point of the contract with the participant and employer, as well as a Final Evaluation at the end of the contract. Evaluation examples will be provided to the selected bidder as part of the OJT forms that WorkLink uses.

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 16- The selected bidder is required all WIOA participants that have the necessary pre-hire soft skills to the OJT service provider for possible placement in OJT slots. Is there an OJT referral form or process that can be shared?

We do not currently have a formal OJT referral form or process. The OJT Contract Writer works directly with the WIOA Program Manager to finalize OJT referral processes. The selected bidder will be responsible for finalizing their proposed OJT referral process with the WIOA Program.

3. 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.

4. What are the number of current OJT customers? 5 OJT participants in PY18.
Last program year? There were 2 total participants for PY'17.
Number in follow-up? No OJT participants are in follow-up for PY'18. The 2 participants for PY'17 were in follow up for 1 year.
5. How many customers will carry-in to the contract?
At this time, no customers are projected to carry-in to the contract.
6. What do you use for performance tracking?
The service provider will be expected to track performance internally using SCWOS and their internal tracking processes.

WorkLink currently uses the following methodology: A participant evaluation is scheduled with the participant, employer, and OJT Coordinator, at the halfway point of the contract and at the end of the contract. This evaluation includes Skills to Be Learned evaluation, an On-Site Compliance Review, and a Soft Skills evaluation to be completed by the employer. The participant will review the evaluations and sign each of them if he/she agrees with the results. All evaluations are recorded in SC Works Online System.

For deliverables required by the WorkLink Board, a usage report has been provided in person and electronic copy will be arriving to RSVP attendees during the Bidder's Conference has been posted on the website. 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. A hard copy has been provided in person, and electronic copy will be arriving to the RSVP attendees during the Bidder's Conference. The Annual WIOA report has been posted on the website.

6. What is your current performance?
Currently, there are three ongoing contracts. Two contracts have been completed unsuccessfully for PY'18.
7. Who are your current contract providers for OJT services?
OJT services are currently being provided in-house.
8. Most used current employers?
There are currently 3 active OJT contracts with Michelin North America. There was also 1 contract with Advanced Machining and 1 contract with J. Davis Construction.
Types of jobs? Primarily entry-level construction and manufacturing operators.
9. Who pays (cuts checks) for OJT employers? SC Appalachian Council of Governments
Delivers checks? Checks are cut and mailed to the employer.
10. Who does data entry into SCWorks for OJT's applications... case notes, enrollments closures, follow-ups, etc.?
Currently, this is handled by WorkLink staff, split between our WIOA Performance Reporting Specialist and our Business Representative.
Do you have any centralized data entry or will the contract provider do this? No. The selected bidder will be responsible for all data entry as it relates to OJT.

11. Are OJT forms provided by WorkLink?

Yes. We have OJT forms that the selected bidder may use. The selected bidder may adopt our forms for their use or create new forms that are compliant with WIOA rules/regulations.

Sample forms can be found in the Department of Labor's OJT toolkit located at the following link:

<https://ion.workforcegps.org/resources/2017/12/01/11/19/On-the-Job-Training-Toolkit>

WorkLink also has a Sample OJT Contract with forms included that will be made available to the selected bidder.

12. Is it understood that OJT's are not required to obtain credentials?

Yes.

13. How many actively participating employers?

There are currently 3 employers participating in OJT.

14. What is the role of the business services team?

The current WorkLink Business Services team consists of members representing the following agencies: AARP, Anderson County Library, Department of Social Services, Economic Development, Goodwill, Eckerd Connects, SCJUMMP, SCDEW (state level, TAA/Trade, Veteran Services, Wagner-Peyser), Tri County Technical College, Vocational Rehabilitation, and WorkLink. The team is managed as a unified entity by the WorkLink Business Services Lead. Each member of the WorkLink Business Services Team has an overall goal of assisting local employers with recruitment and hiring needs, as well as identifying and overcoming the skills gap issue that seems to be prevalent throughout each workforce region in the state. Each team members' activities, which will be shared quarterly with the BSIT, will encourage more communication and stronger partnerships. With this increased communication and sharing of information, the partners will be able to better collaborate to assist each other with meeting their individual goals.

15. Who is your current WIOA OJT Training Coordinator?

WorkLink Office Manager/Business Service Liaison for WorkLink Workforce Development Board

16. Would you provide historical data for customers served, etc. for all your sites during PY2016-2017, PY2017-2018, and PY2018-2019 (YTD)?

- Total # of Adult OJT contracts fully executed—i.e. contract was written and participants were placed on the contract: PY'18: 5 contracts, PY'17: 2 contracts, PY'16: 5 contracts
- Total amount of funds expended for OJT contracts: PY'18 YTD: \$4,272.08, PY'17 YTD: \$9,360, PY'16: \$16,151.42
- Total # of DW OJT contracts fully executed – i.e. contract was written and participants were placed on the contract There were zero DW contracts written for PY'16, 17, and 18. There was 1 OJT in follow-up during PY17.
- Total amount of funds expended for OJT contracts—There have been no funds expended for DW contracts.

17. On question number 9, just to clarify if OJT services are outsourced to a bidder, the bidder is assumed to be paying out the OJT contracts? SC Appalachian Council of Governments is our administrative entity so they cut checks on our behalf. We would expect whoever wins the OJT award, if its multiple entities, it would be whoever is administering the contract would pay the employer.

18. As far as the businesses within the region, do ya'll have a tool or database of who talks to employers about what their needs may be?

We use the SC Works Online System for that. We have activities and case notes that we can enter for each employer that we make contact with so that would be noted there.

19. Going back to question 8, there are 5 total contracts? Yes.

And there are three employers? Correct.

And two contracts have been completed unsuccessfully in PY18? Right. One of those is with J Davis Construction and the other is with Advanced Machining. And Michelin is still ongoing.

20. 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.

21. 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.

21. 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

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. Per the WorkLink website RFP page, please request those from Jennifer Kelly by emailing: jkelly@worklinkweb.com.

3. Is there a specific format required for the budget narrative?

No. Ideally, the budget narrative will follow the budget worksheet by line item and the category descriptions listed on page 36-37 of the OJT RFP.

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.