

**ADULT PROGRAM CAREER AND TRAINING SERVICES –
RFP #WIOA-ADULT-01-08-26-2020
QUESTIONS AND ANSWERS
September 11, 2020**

- 1. Is it allowable to budget facility costs if a partner location may be needed for service delivery? (RFP page 26)**

Partner location for service delivery is not allowed, eligibility and career services occur at the NH Works Center. However, applicants may budget additional facility costs for management staff not located in a NH Works office. However, management staff must maintain the 37.5 work schedule to align with state work schedule.

- 2. Please provide the square footage available in each of the 12 centers. (RFP page 26)**

The Career Navigator (or staff member) has a cubicle approximately 50 square feet. If a second staff member were warranted at that site, a second cubicle would be provided to deliver the services. In addition, there is common area available for all – job seekers, participants, staff such as lobby, conference room, rest rooms, etc.

- 3. What is the current allowable activity in the Workforce Centers? Are they open to the public? Are staff working out of the offices?**

Co-located federal partners are offering the services as allowed under Wagner Peyser, Unemployment Insurance, Veterans Services, Vocational Rehabilitation, and WIOA Title I (Adult and Dislocated Worker). Business may be utilizing the services for interviews; other partners may be accessing the services for recruitment, information sharing, orientation, etc (i.e. SCSEP, Job Corps).

Prior to COVID, the centers were open to the public. Due to COVID-19, services are available by appointment. Zoom and other similar services may be utilized during this timeframe if necessary. Entry to a NH Works Center by job seekers is currently limited due to COVID-19.

- 4. Please confirm the estimated \$1,448,000 is the annual amount for services. (RFP page 5)**

\$1,448,000 is the projected annual amount for services.

- 5. What is the estimated prorated amount for services from December 1, 2020 through June 30, 2021?**

The PY20 Adult Allocation is awarded in this contract. This is a cost reimbursement contract based on approved line-item budgets negotiated at the time of contract.

- 6. Please confirm that NHES requires only the first annual budget (Dec 1, 2020 – June 30, 2020) for this proposal that, if awarded, will be adjusted to reflect the yearly funding provided. (RFP page 25).**

Your proposal requires the first annual budget for period December 1, 2020 through June 30, 2020. Future Program Year budgets will be adjusted according to the federal allocation for that specific program year.

- 7. Please confirm that the allowable funds include the costs of the 12 centers (RFP page 26).**

The costs for the co-location at the NH Works Centers is included in the allowable funds.

- 8. Is NHES expecting staff to be located outside of the 12 centers?**

All staff responsible for delivering the services are housed at a NH Works center. Should staff have responsibilities for more than one center, space will be provided at the second (or third) center for delivery of services or during COVID, remotely through Zoom and/or similar services. Management staff may be located outside of the NH Works offices.

- 9. In order to not take up valuable narrative space when answering the questions may the questions be truncated or smaller than 12 point?**

The RFP required 12 font; however, the narrative may be in 11 point font at a minimum.

- 10. Please confirm charts, graphics, question prompts, and tables are exempt from the 12-point typeface requirements as long as they are legible. (RFP page 22)**

Charts, graphs, and tables are not required to conform to the 12- point typeface requirements. If the font is not legible, the information may be ignored by the proposal reviewer(s). It is recommended rather than writing out the questions that a brief topic headline be provided for ease of the reviewer (s).

- 11. Please confirm audits and other requested documents in an “Attachment” section will not affect page limitations. (RFP page 22)**

Audits and other requested documents as reflected in an “Attachment” do not affect the page limitations.

- 12. Please confirm NHES’s request for a “staffing structure” is an organizational chart. (RFP page 22)**

Please provide the staffing structure in an organizational chart of your organization.

13. Please confirm that the “title page,” referred to in section B, is the same as the Appendix A: Proposal Cover Sheet. (RFP page 22)

The title page and the Proposal Cover Sheet are the same document.

14. What is the file size limit for email submissions? (RFP page 22)

The State file maximum size for an email is 25MB.

15. Please provide the total number of Adults served by NHES for the last two complete program years.

We do not have the data pertaining to the number of Adults served by NHES in PY 18 and PY19. The following chart reflects the number of Adult clients served by the existing contractor:

Program Year	Adult Participants Served
PY18	236
PY19	254

16. Please provide the current Adult participant numbers.

The provider should anticipate 150-200 participants.

17. By center, what are the current number of active cases?

Please note – these numbers are not consistent with a normal program year i.e., pre-COVID and do not include follow-up.

Center	Number of Active Cases on August 26, 2020
Berlin	2
Claremont	4
Concord	10
Conway	7
Keene	20
Laconia	20
Littleton	3
Manchester	73
Nashua	39
Portsmouth	24
Salem	14
Somersworth	29

18. By center, how many Adults are currently in occupational training and apprenticeships?

Center	ITA's	OJT's	Apprenticeship
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Berlin	0	0	0
Claremont	1	0	0
Concord	0	0	0
Conway	1	0	0
Keene	2	0	0
Laconia	2	0	0
Lebanon	0	0	0
Littleton	1	0	0
Manchester	2	0	0
Nashua	3	0	0
Portsmouth	0	0	0
Salem	1	0	0
Somersworth	2	0	0

19. What is the total number of Adults to receive the following in the last complete program year?

PY 19 data reflects:

- a. Occupational skills training 84 (ITA's)
- b. OJT 19
- c. Transitional Jobs 0
- d. Apprenticeships 1

20. What is the value of the average ITA from the state-approved providers?

\$3933.46 was the average PY19 ITA cost.

21. What are the anticipated carryover Adult participants for the upcoming program year? Of the Adults carrying over, in which activities will these individuals be participating?

Program	New	Carry Over
PY 2015	221	109
PY 2016	348	79
PY 2017	325	87
PY 2018	223	95
PY 2019	253	82

There were 82 participants carried over into this program year. You should assume 25% of these participants are enrolled in an ITA.

22. Will any portion of the estimated \$1,448,000 be obligated for carry over participants? If yes, what is the total estimated amount of carry over obligation? How are the obligated funds broken down (training, apprenticeships, etc.)?

There will be carry over participants under the new contract. Carry over obligation will be minimal in that ITA's are paid at time of enrollment. At this writing, there are no participants enrolled in an OJT.

23. What equipment is available, such as computers, scanners, and copiers for career seekers and staff?

The necessary equipment is provided in each NH Works Center including computers, copiers, scanners, as well as equipment to respond to disabled career seekers. There is no need to budget equipment for delivery of services within a NH Works Center.

24. Please provide the performance measures and outcomes for the past two years.

Performance Item	Program Year	Rate	PY Goal 100%	PY Goal 80%
Employment Rate 2 nd Quarter after Exit	PY18	84.7%	75.5%	60.4%
	PY19	80.7%	76.0%	60.85
Median Earnings	PY18	\$6,853	\$5,500	\$4,400
	PY19	\$6,538	\$5,600	\$4,480
Employment Rate 4 th Quarter after Exit	PY18	80%	72.5%	58%
	PY19	79.7%	73%	58.4%
Credential Rate	PY18	91.4%	55.0%	44.0%
	PY19	88.6%	56%	44.8%
Measurable Skills	PY19	84.9%	N/A	

25. Please provide the funding amount, on average, for Adult supportive services in the past two years. What services were covered in this funding?

PY 19 Support Services were for:

Books, Car Payment, Car Repair, Childcare, Clothing/Shoes, Other, Rent/Mortgage, Testing, Transportation and Utilities

	Support Service Contract Total	Adult Support Services Average	# of Support Service Vouchers
PY19	\$37,876.59	\$440.43	86
PY18	\$12,229.81	\$382.18	32

26. Please provide a current staffing chart and salary ranges for the current Adult services program.

The staffing plan is not applicable; the current provider hired staff that worked on both the Adult and Dislocated Worker program, therefore we do not have a number of staff that are Adult only. Bidders should plan for staff to cover services in each of the 12 NH Works offices and services to about 250-300 participants annually.

27. Please confirm that when the RFP references a potential part-time schedule on page 9, this refers to part-time hours at a center, not per employee (that all employees are required to work a full 37.5 hours/week).

All employees are required to work 37.5 hours per week. However, some of the lower volume offices in the North Country may employ part-time staff. The delivery of services in rural NHWorks offices may be part-time and provided by part-time employees.

28. Who are the current providers for WIOA services (Adult, Dislocated Worker, Youth, and Operator respectively)?

- WIOA Adult: Southern New Hampshire Services, Manchester, NH
- Dislocated Worker: NH Employment Security
- Youth: NH Department of Education, Concord, NH subcontracts with My-Turn, Inc., Manchester NH and NH Jobs for NH Graduates, Manchester, NH
- NH Works One-Stop Operator Consortium - Consortium of WIOA Partners: NH Employment Security, NH Department of Education (Vocational Rehabilitation and Adult Education), NH Health and Human Services, and Community College System of NH.

29. Please confirm the due date for proposals. The RFP Cover Page indicates September 28th. The Solicitation Table on Page 11 and the Submission Instructions on Page 12 indicates September 24th.

The proposal package due date changed from Thursday, September 24, 2020 to Monday, September 28, 2020 (as stated on the cover page) and posted on the NH Works website.

30. Page 22. The Miscellaneous section is limited to 5 pages – would this include Appendices, which will often total more than 5 pages?

No. Appendices may exceed five pages – i.e. audit.

31. Page 5. Funding. Is the \$1,448,000.00 for the entire period of 10/1/2020 - 6/30/2026 or is this the Annual Funding amount per 12 months cycle?

The funding amount is provided to give the bidder an estimate of what to expect for annual funding within the proposed four- year contract period. The contract shall be a cost reimbursement contract. The bidder should propose costs for expenses for 12 months of services. Costs will be adjusted for the first year based on the final contract period.

- 32. Page 10 states “Procurement for WIOA Adult services shall continue through an RFP issued through NHES no less than once every four years.” The dates 12-1-2020 to 6-30-2026 does match the budget years. Please provide clarification on the budget years and term of contract.**

That is a typo. The contract, subject to Governor and Council approval is anticipated to commence December 1, 2020 through June 30, 2024.

PY20 – 12/1/20-6/30/21
PY21 – 7/1/21-6/30/22
PY22 – 7/1/22-6/30/23
PY23 – 7/1/23-6/30/24

- 33. Page 25. “In responding to this RFP, the bidder should plan for an annual (July 1 – June 30) budget cycle. For each of the four years to be included in the contract awarded in response to this RFP, NHES will negotiate an annual line-item budget.” Is this how the budget is to be prepared and presented?**

The proposed budget should be for the period December 1, 2020 through June 30, 2021 using the forms identified in the Request for Proposal. Sequential annual budgets are established after U.S. Department of Labor awards the program funding allocation.

- 34. How many participants annually should we assume?**

250 to 300 Adult participants

- 35. Will there be 12 Full time FTE for the 12 NH Works Centers or will there be less FTE and they will travel between the 12 centers based on a schedule?**

Currently there are less than 12 FTE staff funded with adult funds in the NH Works Centers. Staff may need to travel between Centers, as caseload requires in the lesser volume offices, primary in the northern part of the State.

- 36. Is a subcontracting plan required? Are there established small business goals?**

The proposal seeks a single service provider for the direct delivery of services statewide. Service providers provide career services and access to training services. Sub-contracts are not anticipated. If the bidder proposes to subcontract, a plan is needed. There are no established small business goals.

NOTE: Page 25 of 42, Budget Section Requirements – Worth 40 points (changed from the 20 points listed incorrectly, now consistent with the Proposal Content Requirements on Page 21 of 42).