

WIOA Service Delivery Modernization RFP Questions & Answers

Philadelphia Works is seeking entities interested in WIOA Service Delivery Modernization in Philadelphia, PA. The successful respondent to this RFP will serve as develop a Workforce Alignment Initiative Report and Implementation Plan that will guide the direction and implementation of programmatic component funded via the Workforce Opportunity and Innovation Act (WIOA), or Title I services, throughout Philadelphia County, PA.

Proposals will be accepted through Monday, November 25 at 5:00 PM (ET). To ensure Philadelphia Works maintains an open competition process, all proposals and inquiries regarding this RFP must be submitted via email to workforceoperationsrfp@philaworks.org.

Questions & Answers

1. **This is our first time submitting a proposal. We just received this information and missed the webinar for first time applicant. Could I get some additional guidance or a template to assist further in this process?**

[Available templates are located on the Philadelphia Works procurement webpage].

2. **How do we submit a FOIA/information request to obtain the incumbent vendors and their pricing? [This is a new contract with no incumbent vendor.]**

3. **Can you clarify if the work expected under this RFP is to develop a plan to modernize WIOA service delivery or to develop and implement a plan to modernize WIOA service delivery?**

[The implementation plan should include the opportunity to pilot recommendations directly with program staff.]

4. **In Section A—Background and Purpose—of the RFP it states that “Significant research, analysis and activities already exist in the marketplace.” (p1). Can you provide these referenced “research, analysis” documents and a list of the referenced activities?**

[Prior research and relevant materials will be made available to the awarded applicant.]

5. **In Section B—Scope and Proposed Services—of the RFP, you indicate that Phila Works aims to:**

- **Increase the engagement while simplifying enrollment processes of career-seekers.**
- **Increase the number of individuals participating in training programs**
- **Improve program outcomes, specifically employment rate 2nd and 4th quarter after a customer exits the program and Measurable Skill Gains**
- **Strengthen services to focus more on the individual strengths and needs of career seekers**
- **Better streamline business supports available via WIOA for non-profit and for-profit employers**
- **For bullet 1, Is there a marketing component to this to increase the # of participants**

seeking CareerLink services?

[Recommendations that include messaging and communications are welcome.]

- a. For bullets 1-3, Can you provide baseline or benchmark numbers for bullets 1-3 and how that data is collected?

[Baseline data will be provided to the awarded applicant. Data is collected via multiple mediums that include a digital intake form, staff case notes, online/in person registrations, etc.]

- b. For bullet 4, Can you give examples of what would demonstrate a greater focus “on the individual strengths and needs of career seekers”?

[This refers to ease of access to services and supports for customers that may experience barriers, systematic and/or personally.]

- c. For bullet 5, Can you provide a current comprehensive list of “business supports” or provide examples of them?

[A comprehensive list of supports with examples will be made to awarded applicant.]

6. In the “Deliverables” section on page two of the RFP, bullet 5 indicates we should work “closely with Philadelphia Works staff to manage and coordinate the deliverables and the staff responsible for them.” Can you elaborate on this expectation? Does this mean engaging them during the plan development process? Or does this mean to engage them during implementation? Or both?

[The awarded applicant will be responsible for development of the plan while having recurring meetings with PhilaWorks to assess progress, offer support, clarify elements, etc.]

7. Bullet 6 requests that the proposers rewrite Philadelphia Works policies and procedures to reflect the changes. Can you provide a copy of Philadelphia Works current policies and procedures?

[PhilaWorks policies and procedures will be made available to the awarded applicant.]

8. Bullet 7 indicates that proposer will “Assist with the implementation of the updated WIOA program model and provide ongoing support to ensure a smooth transition.” This seems like an activity that could take 6-12 months to implement. Is implementation expected to occur during the 6-month period of performance? If not, will there be an additional contract or addendum for the proposing organization to provide support for the transition?

[The implementation plan should include the opportunity to pilot recommendations directly with program staff built into the 6-month timeline.]

9. The budget indicates a 15% cap on administrative costs. Does this cap on administrative costs include personnel?

[Non-programmatic personnel costs may be included in administrative costs.]

10. Are travel costs to visit the various PA CareerLink® eligible expenses?

[Travel cost is permissible as administrative costs.]

11. On page 2, one of the deliverables states “Assist with the implementation of the update WIOA program model and provide ongoing support to ensure a smooth transition.” How long is the anticipated "support" period following the completion of the deliverables (e.g., 2 months following the contract period)? If any deliverable requires revision following WDB review, will those revisions take place during the "support" period?

[Applicants should build into their proposed plan and timeline the expectation to be available to assist with implementation, and aligned with Follow Up Services within WIOA Program Elements, be available up to 12 months after program end date to provided support. Support can be identified in the proposal and/or discussed in contract negotiations].

12. On page 5, the RFP states that administration costs may be added to the budget at a rate of 15% of the programmatic costs. Was the intent to allow 15% administrative costs to be added on top of the \$250,000 cap? Or were the 15% administrative costs intended to be included within the \$250,000 cap?

[Included within the \$250,000 limit.].

13. On page 8, under item 13 "Proposal Checklist," Attachment 2 is listed as the Line-Item Budget and Narrative. However, on page 9, Proposed Costs are listed as part of Attachment 1: Project Narrative. Is it correct that the budget will be a separate attachment, and thus not included in the 6-page maximum for the Project Narrative?

[Correct. The budget does not count toward the 6 page limit.].

14. Noting that staff “who will be responsible for managing and completing this project” are to be named, along with their relevant experience, can this detail be in addition to the 6-page maximum or is it expected to be part of the Project Narrative?

[This is included in the 6-page limit.].

15. The RFP does not specify a primary worksite location. Will PhilaWorks permit services to be delivered based upon a hybrid of in-person/onsite and virtual resources?

[This is allowable].

16. Page 2 of the RFP includes a requirement to rewrite the current Philadelphia Works policies and procedures to reflect the changes. Can Philadelphia Works clarify whether this is a public or internal document? Can Philadelphia Works share the approximate length of this document?

[There are a series of documents that instruct PA CareerLink staff and leadership on expectation of WIOA service delivery. The documents range in number of pages.].

17. The last two bullets of the deliverables list on page 2 of the RFP read:

- **Assist with the implementation of the updated WIOA program model and provide ongoing**

support to ensure a smooth transition;

- Review and advise on the implementation of the updated model in order to meet the intended goals and make recommendations for adjustments to match the intended design.

Could Philadelphia Works confirm that these activities are to be performed and completed before June 30, 2025? Or, does Philadelphia Works intend to extend the period of performance to perform these activities?

[Applicants should build into their proposed plan and timeline the expectation to be available to assist with implementation, and aligned with Follow Up Services within WIOA Program Elements, be available up to 12 months after program end date to provided support. Support can be identified in the proposal and/or discussed in contract negotiations].

18. What is the volume of stakeholders for facilitated discussions and who do they include?

[This is determined by the grantee].

19. What is the volume of policies and procedures that will need to be rewritten?

[This is determined by the grantee].

20. What are the implementation and ongoing support expectations since the contract will end June 30, 2025?

[Applicants should build into their proposed plan and timeline the expectation aligned with WIOA Follow Up Services and, be available up to 12 months after program end date to provided support. Support can be identified in the proposal and/or discussed in contract negotiations].