



Philadelphia Workforce Integrated Services Delivery – Center Services Provider RFP – Questions & Answers

Philadelphia Works announces this Request for Proposals (RFP), for Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker funding and Temporary Assistance to Needy Families (TANF) funding to entities interested in providing workforce development services to Philadelphia job seekers and employers. Selected contractors are responsible for adhering to all requirements imposed by Philadelphia Works, Pennsylvania Department of Human Services, and the Pennsylvania Department of Labor & Industry. The start-up requirements listed in this RFP are not all inclusive and may be modified by Philadelphia Works or its representatives to meet the needs of the Center(s). All requirements listed will be negotiated once the decision to award funding has been made.

Proposals will be accepted and reviewed on a rolling basis through **Friday, March 15, 2019 at 5pm**. Please complete the [Request for Proposals Form](#) and submit to ISCenter@philaworks.org. Refer to page 4 of the RFP for all submission details.

Questions & Answers | *Questions submitted through Friday, 2/15/19*

Service Delivery:

- 1. Will it be expected for contractors to follow the current No Wrong Door model and manual in terms of overall service delivery and organization? May the proposer present ways of service delivery that differ from the current No Wrong Door Model?**

The current service delivery model, known as the No Wrong Door Service Delivery Model, will be modified to reflect new processes and practices. Contractors may present different approaches in their proposal, where appropriate, based on the questions presented. Service delivery model will be finalized prior to the onset of the new contracts, with the expectation that continuous improvement processes will result in consistent assessment and tweaks within the model.

- 2. Will there be more detail available on the role of the System-wide Service Provider?**

The System-Wide RFP with additional information will be released on Thursday, February 21, 2019.

- 3. Will the current staff structure for the CareerLink® Centers remain the same? May the provider propose different staffing positions?**

Within the format of the questioned asked in the RFP, different positions may be proposed.



4. Please explain the territories mentioned, as related to Business Engagement.

As a part of Philadelphia Works' employer engagement strategy, Center contractors will focus their business service efforts on employers located in the neighborhoods surrounding their assigned Centers. Territories will be defined and processes will be communicated to the providers. The focus of the response to this question should be on how the Center contractor will work with these local businesses.

5. Can a contractor get awarded more than one center?

No.

6. Can contractors be awarded contracts for both System-wide and CareerLink center?

No, contractors will only be awarded one location. Philadelphia Works encourages that service providers submit proposals for both.

7. Should the proposer indicate which Center it is applying to operate?

No. Philadelphia Works will work with selected contractors to assign providers to existing Centers.

8. What are the performance metrics for the current providers?

The current performance metrics are focused on number of WIOA registrations, EARN show/enrollment rate, quality of placements (based on wage, healthcare benefits), enrollment into training/education/literacy programs, credential attainment.

9. Is the funding for participant training included in the estimated \$5M budget or is this funding managed separately?

No, this funding is managed separately, by Philadelphia Works.

10. Is there an estimated cost for training for the unique, evidence-based practices referenced in the RFP, such as Motivational Interviewing or Goal4 It, that should be included in the proposed budget, or are these trainings paid for by Philadelphia Works?

This will be managed by Philadelphia Works.

11. Does Philadelphia Works provide training resources and/or support to train new staff on all the required data systems?

Yes, training will be provided by Philadelphia Works.

12. Can you provide reports for each center on numbers that show Adult, Dislocated Worker and TANF customers and traffic?

A report will be added to the procurement page.



13. If a new service provider receives a contract, will they have the opportunity to interview staff?

Yes. Philadelphia Works will review timing for a transition and encourage new service providers to interview those currently staffing the center.

14. What is the anticipated time for the transition period?

The anticipated transition time is approximately 90 days.

15. Centers were mentioned to have a local territory that will be responsible for the outreach and engagement with businesses. Can we manage placements and continue work with the cross-center provider and citywide?

Yes. You will not be restricted from communicating with the system-wide service provider.

16. If CareerLink centers have existing employer relations not in the assigned territory how would it be handled?

This is yet to be determined.

17. There has been an interview process in recent years. Will Interviews be continued for this proposal selection process?

Interviews may be scheduled between close competing proposals.

18. Can the vendor propose assessment tools in addition to Goal4It while acknowledging they are to be used only in the event they are approved by Philadelphia Works?

Yes.

Contract Specifications:

1. Does the contractor pay rent at the Center?

Philadelphia Works is the lease holder for the Centers.

2. Are profit or indirect costs allowed?

Yes, they are capped at 10%.

3. If awarded, will we be required to purchase computers or will Philadelphia Works purchase and provide computers?

All IT and technology equipment will be purchased by Philadelphia Works.

4. Do any of the partner agencies that operate out of the facility contribute or pay “rental agreements” to the current service providers to offset cost? How is that budgeted and reported to Philadelphia Works? Would there be an expectation to manage income and receivables from those partners who contribute?

There is a resource sharing agreement that is managed by Philadelphia Works in partnership with the One Stop Operator.



RFP Logistics and Submission:

- 1. Will the required forms be available in a Word or writeable PDF format?**

Philadelphia Works will add this to the procurement site.

- 2. Should the narrative include the descriptions of the information that you are requesting or just the headings? In other words, should the response be entered into the narrative format?**

Please include only the headings.

- 3. The RFP does not include any direction regarding development of a budget and the proposal checklist does not include a budget as a required attachment. Is the proposer required to submit a budget along with the narrative?**

No budget submission is necessary for the submission of this proposal. This will be negotiated with providers after award. The focus of the financial review will be the fiscal capacity of the proposing organization.

- 4. Inclusion of the organization fiscal audit as part of the proposal may make the document too large to effectively submit via email. Is it permissible for the proposer to submit the proposal in two or more separate files?**

Yes.

- 5. Is there a specific form/format to be use for provider references?**

No.

- 6. In addition to the three funder references mentioned in the RFP, will applicants have the opportunity to submit additional letters of support or recommendation from non-funders, such as businesses that have been clients of our existing CareerLink Center, civic leaders, etc?**

Additional letters of support may be included, but are not necessary.

- 7. There are no binding requirements specified. Is there a preference of three-ring binders versus clips or is binding left to the discretion of the bidder?**

This is at the discretion of the proposer.

