



Philadelphia Workforce Integrated Services Delivery – System-wide 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 System. All requirements listed will be negotiated once the decision to award funding has been made.

Proposals will be accepted through **Friday, March 22, 2019 at 5:00 pm**. Please complete the [Request for Proposals Form](#) and submit to iscenter@philaworks.org. Refer to page 16 of the RFP for all submission details.

Questions & Answers | *Questions submitted through Friday, 3/8/19*

Service Delivery:

- 1. Will contractors be expected 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 contract, with the expectation that continuous improvement processes will result in consistent assessment and tweaks within the model.

- 2. Can contactors 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.

- 3. 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.

- 4. 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.



5. 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.

6. 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.

7. 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.

8. 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.

9. Please provide more information on the division of services between the System-Wide Services Provider and the Center Service Provider. What falls under the scope of work for the System-Wide Services Provider that doesn't for a Center Service Provider? For instance, is the System-Wide Services Provider the only Contractor who provides Job Readiness Workshops to WIOA and EARN Customers?

The System-wide Service Provider will be focused on uniform services delivered across the System; there may be instances where Center Providers are responsible for delivering specific workshops or services for their customers. For the purposes of this RFP, please focus on the delivery of services across the system and specifics related to the scopes of work will be finalized prior to the start of service delivery.

Contract Specifications:

1. Are profit or indirect costs allowed?

Yes, they are capped at 10%.

2. 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.

RFP Logistics and Submission:

1. 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.



- 2. 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?**
Budget submission is not 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.
- 3. 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.
- 4. 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.
- 5. Is there a specific form/format to be use for provider references?**
No.