

Questions & Answers

Regarding The

Request for Qualifications (RFQ)

For

Integrated Service Delivery of Next Generation Career Centers

WIA Title I Adult & WIA Dislocated Worker Services

Program Year 2011 (July 1, 2011 – June 30, 2012)

The Integrated Service Delivery of the Next Generation Career Centers WIA Title I Adult and WIA Dislocated Worker Services Request for Qualifications (RFQ) was held April 15, 2011 at the Northeast Missouri (NEMO) Workforce Investment Board office in Paris, Missouri. The Q & A began at approximately 10:00 a.m.

Below are listed questions that were asked and answers that have been provided to those questions. Also listed below are any additional questions the NEMO WIB has received and answers that have been provided:

1. There was an error in the numbering of the Sections in the RFQ. There were two (2) sections labeled "Section VII".

Correction: This has been corrected in the document and it has been republished to the website. Evaluation is now named *Section VIII*. This change was made in the Table of Contents on Page 3 and in the title of the Evaluation Section on Page 28.

2. In the RFQ Section II, A, 3 (Page 6) talks about having a team lead for each of the teams. Can you clarify if it is a requirement to have a team lead for each team or when we submit our proposal can we do so, combining some of the teams?

Answer: No. Proposals should be written based on an ideal process and layout for the NGCC model in order to put all proposers on an equal playing field. Negotiations will take place later in the RFQ process based on the availability of funds.

3. Will the June training that is mentioned in the RFQ be provided to all contractors who are awarded the RFQ or will it be provided only to contractors who are new to the NGCC services?

Answer: The June training mention in the RFQ will be mandatory for all contractors.

4. There is a discrepancy in the RFQ in regards to how organizations should format their responses. What format should the agency follow when responding to this RFQ?

Answer: To clarify information provided in Section VII, B of the RFQ, responding organizations should ensure that they have included all information requested throughout the body of the RFQ. For example, Section I requires that the Cover Sheet in Attachment 1 be completed and signed by the authorized representative and a 1 page Project Abstract be submitted. Section II is providing background and information to interested organizations but requires no specific response. Section III requires a response that must be limited to 5 pages. This 5 page limit does not include any attachments that are asked for such as a copy of the organization's fiscal policy. Interested organizations must refer to the Sections to see the specific response required. Section VIII "Evaluation" is provided to give interested organizations general information on the scoring that will be used by the evaluators.

5. Is it the WIB's intent for the evaluation to be only 95 points?

Answer: No. This was an error in the RFQ. Section VII "Evaluation" has been updated in the RFQ to reflect a 100 point scoring system. Please review.

6. Section V, A, and B require many similar responses do we need to respond to all of those?

Answer: Yes. If you are interested in applying for each section, you will need to respond to both Section V, A and Section V, B.

7. Is it mandatory to include every DWD Issuance and the E-Verify attestation?

Answer: All proposers, even if they are presently a subcontractor of the WIB, need only to include attachments that are asked for or that require a signature and they must include their E-Verify attestation.

8. Job descriptions have changed for our organizations this year with the NGCC model. Do you want to see new job descriptions from every agency to coincide with the NGCC model?

Answer: Interested organizations should submit agency job descriptions and the qualifications of the Functional Leader and staff that will be providing the services to customers and leading the operations in the Missouri Career Centers. If staff has already been selected for this project, provide names and resumes of proposed staff.

9. Do you also need to see a diagram of the functional teams within the Career Center?

Answer: A diagram is not specifically required in the RFQ but if you would like to submit a diagram to support your position, feel free to do so.

10. The RFQ states that WIB staff will be involved in the decision of the Functional Leader. Is this just the Functional Leader or will they also be involved in the decision of all staff?

Answer: Because of the Functional Leader's responsibilities and as this is a co-funded position, the WIB and DWD would have to agree with the individual being placed in the position of Functional Leader. The contract will provide provisions for other individuals who are not performing adequately.

11. Will DWD be involved in the approval process of the RFQ?

Answer: No.

12. Will new providers have to identify the person for the Functional Leader and list their qualifications?

Answer: Every proposal for the Functional Leader needs to be submitted with the name and/or qualifications for the Functional Leader. Please reference answer to question number eight (8).

13. If there a defined scoring guide for the RFQ, if so, can we have a copy?

Answer: There will be a defined scoring guide and it will be provided to the evaluators.

14. The RFQ refers to having three references. Can you define what you are looking for as far as a reference from an outside the organization.

Answer: You should submit references from organizations that you feel would help in the evaluation of your agencies qualifications.

15. Can the one (1) electronic copy be sent by email?

Answer: No. Organizations should include five (5) additional copies along with their original response for a total of six (6) documents. The front cover of the original proposal should be labeled “original” and the cover of all copies should be labeled “copy”. In addition the organization must provide one (1) copy of their entire response, including all attachments, in Microsoft Office 2007 or older format and/or PDF Version on a CD or flash drive. The organization should ensure that all copies and all media are identical to the organization’s hardcopy of the original. In case of a discrepancy, the original hardcopy response document shall govern for these evaluation purposes.

16. It gives the address of NEMO WIB; should we put someone’s name on it; does it go to Mark?

Answer: The proposal container should be labeled according to the instructions provided in the RFQ on Page 26, Section VII, G.

17. Section II, C, (Page 7) – regards fiscal records of persons who have received services. Is the WIB requiring a separate data base in addition to Toolbox?

Answer: No. When viewing fiscal records, expenditures must be able to be tracked by individual, the program, and for what they were incurred.

18. Section III, A, 7, ii, (Page 9) – states that financial reports are due on the 6th of the month. What if this (6th) falls on the weekend?

Answer: There is a format that is devised for reporting expenditures which are due on the 6th working day of the month. Provisions for this will be outlined in the contract.

19. Section III, A, 14, (Page 9) – How detailed do you want the agency wide budget?

Answer: We want an agency wide budget that accounts for everything that the agency has and not by funding source. The reason for this is to show the agencies’ self sufficiency. The agency wide budget at a minimum should show salary/fringe, staff travel, communications, facilities, consumable office supplies, staff professional development and marketing/outreach.

20. The RFQ asks for three (3) references; do you want only three?

Answer: For consistency, three is the maximum.

21. Please explain Section III, F, 3, (Page 11) where the RFQ addresses going into negotiations and that change can be made by the WIB at any time.

Answer: The NEMO WIB cannot alter the information that is submitted by an organization. However, the WIB retains the right to vary the provisions/negotiate with the organization prior to the execution of a contract based on the availability of funds.

22. Section IV, A, 4 (Page 13) – Regarding workshops, please clarify what you want here?

Answer: The language in the RFQ has been updated to make this clearer. Please review.

23. Section IV, I (Page 15) – Addresses the menu of services in the product box and AEL/GED prep; since we don't have that service are we supposed to establish it?

Answer: In a Career Center culture that values both skills and jobs it is increasingly important that we have a menu of products and services that is diverse enough to meet the needs of our equally diverse customer base. Products may be delivered or accessed on-site at a local Missouri Career Center or virtually through MissouriCareerSource.com. Every product and service listed in the product box isn't necessarily provided at every Missouri Career Center but a connection to all products and services listed is provided.

24. Some of the teams are currently staff by only one (1) person funded under WIA and the other members are funded by other funding sources. Is this how the WIB wants the proposal presented?

Answer: Proposals should be written based on an ideal process and layout for the NGCC model in order to put all proposers on an equal playing field. Negotiations will take place later in the RFQ process based on the availability of funds.

25. Is it acceptable for us to present our proposal with staff serving on several teams using the multiple hat system in Toolbox?

Answer: Toolbox, the current management information system, allows for users to have multiple hats (for a user to be able to do multiple jobs). Not all staff will have access to multiple hats in Toolbox; however many will, to accommodate cross training.

26. Section III, F, I – Based on what we heard in area meetings yesterday has anything changed regarding your description of the Business Services Team? I am thinking that that may need some changes as well.

Answer: No. Interested organizations should respond to the RFQ as it is written. Any changes discussed by DWD are still in the planning phase and have not been written into policy at this time.

However, notice is given to all interested organizations in section III, F, 1 of this RFQ that contractor(s) must agree to abide by any future revisions or additional information in regards to the operation of the NGCC model that may be mandated in the future.

27. Can in-kind services be included?

Answer: This would fall into the area of partnerships. You may include these services if that is your idea of how to handle this.

28. The information regarding recognized holidays on Page 20 of the RFQ is unclear. Can you clarify?

Answer: To clarify information discussed in Section IV, E and Section V, A, 17 and Section V, B, 14: the only holidays that will be observed by the Missouri Career Centers in the Northeast Missouri Region are those outlined in this RFQ. The RFQ

also asks that if a responding organization observes any additional holidays or days off other than what is outlined in the RFQ that they be indicated in the response along with an explanation of how coverage will continue to be handled at our Missouri Career Centers.

29. Describe the RFQ public opening process.

Answer: The process will be a formal opening of the proposals submitted for consideration. The information will be posted to the NEMO WIB website as well.

30. Is staff required to only be in the career centers or can they be based in satellite offices? If staff can be based also in satellite offices, would a team have to be established in the satellite offices?

Answer: Staffing for the Missouri Career Center locations must be the priority. Depending on the availability of funds satellite sites may be considered. Ultimately, the NEMO WIB determines the need for and locations of any satellite sites.

After today's meeting any questions proposers may have must be submitted in writing. These, along with the answers, will be posted on the NEMO Workforce Investment Board's website at www.nemowib.org Request for Proposals.

Questions may be submitted by:

Fax: (660) 327-5128

E-Mail: mfuqua@nemowib.org

Regular Mail: NEMO Workforce Investment Board, Inc.
111 E. Monroe
Paris, MO 65275
Attn: Mark Fuqua

The meeting adjourned at approximately 11:00 a.m.



SIGNATURE SHEET

Please Update Your Contact Information

NAME	ORGANIZATION	PHONE NUMBER	FAX NUMBER	E-MAIL ADDRESS
Patti Meldrum	Gamm Inc.	660-213-3221	660-213-3223	gammimg@marktwaia.net
Jason Spaetti	MERS/Missouri Goodwill	314-982-8836	314-241-1588	jspaetti@mersgoodwill.org
Lona Wood	NECAC	573-324-2231		lwood@necac.org
Betty Whittaker	NECAC	573-324-6633		bwhittaker@necac.org
Jo Ann Toerper	BRPC	(636) 456-9467	(636) 456-2329	joann@boonslick.org
Jamie Robinson	Necac	573-324-6633		jrobinson@necac.org
Carla Potts	NECAC	573/3246622	573/3242361	cpotts@necac.org
Spencer	Gamm Inc.	660-341-2142	660-213-3223	gammsp@marktwaia.net
Sandra Stueder	NEMO WIB	660 327-5125	"	
Cyndi Johns	NEMO WIB	660-327-5125	660-327-5128	Cyndijohns@nemowib.org
Casie Bauman	NEMO WIB	660-327-5125	660-327-5128	Casie@nemowib.org
Sharon Hillard	NEMO WIB	"	"	Shillard@nemowib.org