



## One-Stop Operator & Adult & Dislocated Worker Career Service Provider RFP

| Question   | Answer   |
|--|--|
| Can you bid on the One-Stop Operator separately from the Career Service provider?  | Yes, a bidder may bid on the OSO component only, CSP component only or both the OSO & CSP components. However, an organization can only be awarded one of the component, not both, as directed by the State of Tennessee.  |
| Is a letter of intent needed to bid?   | No   |
| Is there a bidder's conference?  | No. The Q&A period will serve as the opportunity to submit all questions related to the procurement.   |
| What is the expected per month travel between the four comprehensive sites and multiple affiliate sites? Is a rotation expected? | The Northern Middle Workforce Board requires that the One Stop Operator coordinates services as outlined in the RFP. Office space will be provided for the OSO in two Comprehensive centers and other office space would be available as required. Rotation among centers and physical presence would be expected. The proposer must describe how they will accomplish the tasks outlined in the RFP across the entire workforce area. |
| Who is the current OSO provider?   | Mid Cumberland Human Resource Agency   |
| When is your next certification of the One-Stop Due?   | All AJCs are currently certified with the majority being certified recently in 2020. Only two affiliate AJCs will require certification in 2021.   |
| What are the projected carry-ins for each county?  | See Carry In & Active Clients Spreadsheet, See Resource 2.   |
| Who are the current providers for each county?   | Mid Cumberland Human Resource Agency is currently both the OSO and the CSP for Adult, Dislocated Worker and Youth  |
| What is the current staffing plan?   | See IFA MOU attachment, See Resource 4.  |
| Do we need to budget for facility costs at the Centers?  | An Infrastructure Agreement (IFA) is in place, run by the Northern Middle Board, and will be required in the future for all partners and parties to share in the cost of the centers and is updated quarterly. See attached IFA MOU. See Resource 4.   |
| What was spent for training services last program year?  | Instructional Training: <ul style="list-style-type: none"> <li>• Adult: \$1,216,811.83</li> <li>• DLW: \$616,357.38</li> <li>• Youth: \$425,875.35</li> <li>• Total: \$2,259,044.56</li> </ul> OJT: <ul style="list-style-type: none"> <li>• Adult: \$56,763.18</li> <li>• DLW: \$13,630.23</li> </ul>   |



|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>Youth: \$1,141.00</li> <li>Total: \$71,534.41</li> </ul>   |
| Can respondents truncate/eliminate questions in our narrative responses to save space?   | Successful proposers need to answer all questions. If they feel they will run out of space, they can organize attachments to further explain their services and processes.  |
| It is acknowledged that there must be separate OSO and AD/DW Career Services providers, however, can a bidder submit just one proposals for both components (knowing only 1 would be awarded)? | As long as the proposer adequately addresses all requirements and properly annotates their preferences on pg. 23. Separate budget proposals must be completed.  |
| Will you provide current staffing by job titles and salary ranges (for each center)?   | See IFA, Resource 4.  |
| Does the budget allow for profit and a modified total direct cost (2 CFR 200.68)?  | <p>To the extent allowable by federal requirements. However, profit will be an evaluation criterion. The NMTWB requires the CSP to expend 50% of their funding on direct participant expenses, leaving 50% for operations. The CSP is responsible for determining how the 50% will be effectively spent on staffing, supplies, employee training or profit etc. Applicants should follow their approved indirect cost plan. Typically, under the MTDC, participant costs are excluded.</p> <p><b>§ 200.68</b> MTDC excludes equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, participant support costs and the portion of each sub award in excess of \$25,000. Other items may only be excluded when necessary to avoid a serious inequity in the distribution of indirect costs, and with the approval of the cognizant agency for indirect costs.</p> |
| What is the y-t-d performance?   | See current performance, Resource 1 and 3.  |
| What is the current status of the centers? Are all open and fully functional? Are the centers utilizing more remote options, including electronic enrollment?                                  | All centers are functional and complying with local state, county and city protocols. Some partners are working remotely.   |
| Could you clarify the 2020 KPI target enrollment of 1,524 on page 13 compared to the career service provider enrollment goals of 1,992 on page 12?   | The KPI targets are based on January 1, 2020 – December 31, 2020 and will be updated once we negotiate with TDLWD for the January 1, 2021 – December 31, 2021 goals. The CSP enrollment goals are the enrollment goals for the full 18 month contract but are subject to the 2021 KPI goals once negotiated.  |



|   |  |
|---|--|
| Does the budget allow for profit and a modified total direct cost (2 CFR 200.68)?   | See question above.  |
| On page 9 and a couple other areas, there is mention of component #3; should it just be #2?   | Yes, this was a typo. However component 3 concerns Youth providers only.   |
| On page 26, is there a link available to the mandatory budget form?   | The attachments including the mandatory budget form are now fillable and available at <a href="https://www.tpma-inc.com/procurement/">https://www.tpma-inc.com/procurement/</a>  |
| Has the current AD/DW contractor met the required performance requirements? If not, what were their rates for 2 <sup>nd</sup> quarter, 4 <sup>th</sup> quarter, median income @ 2 <sup>nd</sup> quarter and credential attainment?  | Please see current performance charts, page 12 and Resource 1 and 3.   |
| Will computers be provided by the NMTWB or should bidders include computers in their budgets?   | Computers, printers, copiers, and regular office furniture are available at the AJC.   |
| Is the budget shown on page 26 the mandatory budget form or is there a more detailed budget form?   | That is the budget form.   |
| On the budget on page 26, if we plan direct participant costs of \$3.3M can we receive indirect on the OJT and WEX payments as those are not technically participant support costs (such as transportation, incentives, ITA's, etc.)?   | <p>Applicants should follow their approved indirect cost plan. Typically, under the MTDC, participant costs are excluded.</p> <p><b>§ 200.68</b> MTDC excludes equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, participant support costs and the portion of each subaward in excess of \$25,000. Other items may only be excluded when necessary to avoid a serious inequity in the distribution of indirect costs, and with the approval of the cognizant agency for indirect costs</p> |
| Please provide for the OSO the actual supplies amount spent over the past two years that was shared by all AJC's.   | See Infrastructure Funding Agreement, Resource 4.  |
| On page 19 section 4. Pass through payment of direct costs: this states that the NMTWB will pass through direct participant funds to be paid to employers for OJT, customized training, etc. Please confirm that the \$3.3M will be paid to the participants and/or vendors by the service provider directly. | The \$3.3 million will be passed through to the CSP(s) for distribution for direct participant expenses and may include payments to participants for support services, education institutions for tuition and employers for OJT as well as other qualifying participant expenses.  |
| Page 17 section h. asks to describe the process of tracking, invoicing and reporting expenditures by grant, AJC   | For each grant, a status report is required to be submitted monthly by the LWDA to the state Grants and Budgets unit. The service provider must provide track,   |



location, cost classification, etc. What is the expectation for invoicing and reporting by AJC location?

invoice and report to the LWDA monthly to align with this state reporting requirement.

Below is an example taken from the State monthly status report from an Adult/DW grant which includes the line items required for each AJC location. There are 2 sections pertinent to the Service Provider.

- The first section reports non-direct Service Provider Costs. The overall total of this section should be maintained at less than 50% of total costs billed to Northern Middle.
- The second section reports Direct Participant Costs. The overall total of this section should be maintained at a minimum of 50% of total costs billed to Northern Middle and must reconcile monthly with data reported in Tennessee’s participant data tracking system, JOBS4TN.GOV.

**Service Provider Costs**

|                             |                                     |
|-----------------------------|-------------------------------------|
| Salaries                    | <input type="text" value="\$0.00"/> |
| Fringe                      | <input type="text" value="\$0.00"/> |
| Travel                      | <input type="text" value="\$0.00"/> |
| Printing                    | <input type="text" value="\$0.00"/> |
| Utilities                   | <input type="text" value="\$0.00"/> |
| Communications              | <input type="text" value="\$0.00"/> |
| Maintenance                 | <input type="text" value="\$0.00"/> |
| 3rd Party Affiliates        | <input type="text" value="\$0.00"/> |
| Supplies                    | <input type="text" value="\$0.00"/> |
| Rent                        | <input type="text" value="\$0.00"/> |
| Motor Vehicle Operations    | <input type="text" value="\$0.00"/> |
| Equipment                   | <input type="text" value="\$0.00"/> |
| Employee Training           | <input type="text" value="\$0.00"/> |
| Computers and Related Costs | <input type="text" value="\$0.00"/> |
| Indirect Costs              | <input type="text" value="\$0.00"/> |
| Work Exp-Internal Costs     | <input type="text" value="\$0.00"/> |



| Participant Costs          |        |
|----------------------------|--------|
| Assessments                | \$0.00 |
| CRC                        | \$0.00 |
| Instructional Training     | \$0.00 |
| OJT                        | \$0.00 |
| Internships                | \$0.00 |
| Work Exp - Participant     | \$0.00 |
| Youth Incentives           | \$0.00 |
| Incumbent Worker           | \$0.00 |
| Child Care                 | \$0.00 |
| SS Transportation          | \$0.00 |
| Other Supportive Services  | \$0.00 |
| NonFundable Activity       | \$0.00 |
| Disaster Relief Employment | \$0.00 |

Would it be possible to get a list of equipment that will be available for the OSO services and for the Adult/DW service? What is the dollar threshold on equipment?

OSO and CSP offices or cubicles in the AJCs are currently furnished with regular office furniture, computers and landline telephones. Copiers and scanners are available in each of the centers.

Tennessee's One Stop Design Policy can be found here:

<https://www.tn.gov/content/dam/tn/workforce/documents/wfs/WFSPolicyOne-StopSystemDesign.pdf>



## Youth Service Provider RFP

| Question   | Answer   |
|--|--|
| Can you further break down the youth enrollment goals listed on page 10 between In-School and Out-of-School Youth?   | Forty percent (40%) of the fund have to be spent on In-School youth (ISY). While cost to serve ISY and OSY may vary, it is expected that close to 40% of the Youth KPI enrollments would be ISY.   |
| Does the budget allow for profit and a modified total direct cost (2 CFR 200.68)?  | To the extent allowable by federal requirements. However, profit will be an evaluation criterion. The NMTWB requires the CSP to expend 50% of their funding on direct participant expenses, leaving 50% for operations. The CSP is responsible for determining how the 50% will be effectively spent on staffing, supplies, employee training or profit etc.   |
| Who currently provides in-school and out-of-school youth?  | Mid Cumberland Human Resource Agency.  |
| What is the y-t-d performance?   | See current performance chart page 11 and Resource 1 and 3.  |
| How many youth carry-ins into the new contract do you project?   | See attached Carry In chart, Resource 2.   |
| Will you provide current staffing by job titles and salary ranges (for each center)?   | See IFA, Resource 4.   |
| Is Attachment C.1 the mandatory budget form, or is there another file to be completed that shows the proposed line items per county?   | Attachment C. is the current budget form. However, youth proposers must submit Attachment C.1. as well.  |
| What is the y-t-d work experience and supportive service spending per county?  | It is expected that all counties will be served. It will be up to the CSP to allocated funding to each county for services.  |
| To confirm, In-School and Out-of-School components are separate bids?  | A provider may bid on ISY or OSY youth or both.  |
| The RFP states that Work Experience activities are a priority for the NMTWB for both in-school and out of-school youth. 40% of funding must be spent on in-school youth with an additional requirement that 25% be expended on work-based learning or OJT for both in-school and out-of-school youth. Is this in addition to the \$1,250,000 or is this included in the direct participant expense category? | Refer to other answer and example regarding Work Experience. Direct participant work experience costs are included within the \$1,250,000. Non-direct work experience costs (Work Experience-Internal Costs) are not included within the \$1,250,000 but are included in total Service Provider non-direct costs itemized on a separate line item by AJC location. Total Service Provider non-direct costs must be maintained at 50% or less of total costs billed to Northern Middle. |
| Page 6, the first bullet indicates the invoice must detail by AJC location the itemization of costs as required for state reporting. Can you provide an example of the monthly state reporting requirement? Is it primarily  | Non-direct participant costs for Work Experience are allowed but are not included within the \$3.3M. These internal Work Experience costs will be counted along with direct work experience costs  |



a tracking by each of the 14 AJCs for participant costs or is that also inclusive of all staff and operating costs as well? Can staff be tracked by the 4 comprehensive AJC's or will the board request that salaries are allocated to all 14 AJC's?

toward work experience measures such as the 25% state LWDA requirement. Non-direct participant costs for work Experience must be reported separately for each AJC location on a line item for Work Experience Internal Costs.

Below is an example taken from the State monthly status report for a Youth grant which includes the line items required for each AJC location. There are 2 sections pertinent to the Service Provider.

- The first section reports non-direct Service Provider Costs (to include Work Experience-Internal Costs). The overall total of this section should be maintained at less than 50% of total costs billed to Northern Middle.
- The second section reports Direct Participant Costs (to include direct Work Experience costs). The overall total of this section should be maintained at above 50% of total costs billed to Northern Middle and must reconcile by line item monthly with data reported in the Tennessee's case management system, JOBS4TN.GOV.
- Highlighted line items are added together for a work experience numerator which is divided by a denominator of all program costs (to include those of the Workforce Board tier) to determine compliance with the 25% LWDA work experience requirement.



|                               |        |
|-------------------------------|--------|
| <b>Service Provider Costs</b> |        |
| Salaries                      | \$0.00 |
| Fringe                        | \$0.00 |
| Travel                        | \$0.00 |
| Printing                      | \$0.00 |
| Utilities                     | \$0.00 |
| Communications                | \$0.00 |
| Maintenance                   | \$0.00 |
| 3rd Party Affiliates          | \$0.00 |
| Supplies                      | \$0.00 |
| Rent                          | \$0.00 |
| Motor Vehicle Operations      | \$0.00 |
| Equipment                     | \$0.00 |
| Employee Training             | \$0.00 |
| Computers and Related Costs   | \$0.00 |
| Indirect Costs                | \$0.00 |
| Work Exp-Internal Costs       | \$0.00 |
| <b>Participant Costs</b>      |        |
| Assessments                   | \$0.00 |
| CRC                           | \$0.00 |
| Instructional Training        | \$0.00 |
| OJT                           | \$0.00 |
| Internships                   | \$0.00 |
| Work Exp - Participant        | \$0.00 |
| Youth Incentives              | \$0.00 |
| Incumbent Worker              | \$0.00 |
| Child Care                    | \$0.00 |
| SS Transportation             | \$0.00 |
| Other Supportive Services     | \$0.00 |
| NonFundable Activity          | \$0.00 |
| Disaster Relief Employment    | \$0.00 |





Is funding available for Youth transition services or would that be included in the overall available funding? It would be included in the overall funding available.

## General Questions

| Question  | Answer  |      |      |      |       |     |     |       |     |     |       |     |     |
|---|---|------|------|------|-------|-----|-----|-------|-----|-----|-------|-----|-----|
| What is the CAP for Training and Support Services?  | A MINIMUM of 50% must be expended on participants.  |      |      |      |       |     |     |       |     |     |       |     |     |
| How many job seekers participated in Training Services PY 2018/2019?  | <table border="1"> <thead> <tr> <th></th> <th>2018</th> <th>2019</th> </tr> </thead> <tbody> <tr> <td>Adult</td> <td>687</td> <td>666</td> </tr> <tr> <td>DSLWK</td> <td>416</td> <td>290</td> </tr> <tr> <td>Youth</td> <td>309</td> <td>229</td> </tr> </tbody> </table>  |      | 2018 | 2019 | Adult | 687 | 666 | DSLWK | 416 | 290 | Youth | 309 | 229 |
|   | 2018  | 2019 |      |      |       |     |     |       |     |     |       |     |     |
| Adult   | 687   | 666  |      |      |       |     |     |       |     |     |       |     |     |
| DSLWK   | 416   | 290  |      |      |       |     |     |       |     |     |       |     |     |
| Youth   | 309   | 229  |      |      |       |     |     |       |     |     |       |     |     |
| Can you provide a copy of the current staffing chart by location?   | See IFA, Resource 4.  |      |      |      |       |     |     |       |     |     |       |     |     |
| Can you provide us with position titles and salaries currently staffing the centers?  | See IFA, Resource 4.  |      |      |      |       |     |     |       |     |     |       |     |     |
| Is there a cap on indirect or administrative costs?   | NMTWB will follow federal and TN DOL requirements related to indirect and administrative cost limitations, calculations and allocations. Costs allocation plans, as well as indirect cost rates must be approved by the Grantor. Non-direct participant costs to include indirect costs should be maintained to achieve the necessary Minimum Participant Cost Rate specified in the RFP in order for the LWDA to meet TN DOL requirements. |      |      |      |       |     |     |       |     |     |       |     |     |
| The RFP states the equipment costs could be considered at a later date. Does the equipment currently available include such things as portable printers?  | Portable printers are not available at this time.   |      |      |      |       |     |     |       |     |     |       |     |     |
| For email submissions, is there a size limit (i.e. 10MB)?   | No. If necessary, bidders may send attachments separate from their proposal to ensure the reviewers receive the bid.  |      |      |      |       |     |     |       |     |     |       |     |     |
| Can tax returns completed by a CPA be used for two years of audited financial history? What documents count for audited financial history (Tax Returns, Yearly Prepared Financial Statements, CPA Single Act Audit under Uniform Guidance)? | As stated in the RFP Two (2) Years of Audited Financial History are required. <a href="#">Tax returns and unaudited financial statements are not considered audited financial history.</a> See also the TN Department of Labor Technical Assistance Policy entitled <a href="#">OSO and CSP Procurement at</a>  |      |      |      |       |     |     |       |     |     |       |     |     |



<https://www.tn.gov/content/dam/tn/workforce/documents/wfs/WFSPolicyOne-StopOperatorandServiceProviderProcurement.pdf>

How many reference letters are needed to be included with the info provided for Attachment D? 3

**\*NOTE: Interested bidders are encouraged to review the Board's policies and agreements as additional information related to the submitted questions are available more in-depth: <https://nm-wb.com/board/policies-and-agreements>.**