

ADDENDUM # 1

Date: March 23, 2018

RFP Number: LAB 18 001-OUTSCHTRNG

Program: Out of School Youth Programs

Subject: Addendum to Request for Proposal RFP Number to incorporate Questions and Answers

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Question and Answers

RFP NUMBER LAB 18 001-OUTSCHTRNG

Question 1: There are 2 different expectations stated for the 2nd quarter after exit. The chart above states \$5,052 while Appendix C, Funding Guidelines, 6. Performance Measures, page 9, Youth Measures below state \$4,371.

Answer 1: This was an error and it should read \$4,371.

Question 2: From Funding Guidelines:
Section 5
Item C.
1st Paragraph
Page 4
“The DWDB will award contracts on a two-year cycle, but will annually review contracts. The DWDB – through DOL-DET, may cancel contracts during the annual review with providers who are not meeting benchmarks.

Question: Can achievement span the 2 years of the contract or longer? For example, the first year be the training component and beginning of credentialing and the second be finalizing the credential, placement and beginning of the follow-up phase? Some of the 12-month follow-up will not conclude until the third year of participation.

Answer 2: Yes. For clarity, the 12-month follow-up begins for youth when they exit. This may occur during or outside of the contract period.

Question 3: Can a linkage team member be a state agency? (i.e. ABE/GED® partnering with Out of School Youth).

Answer 3: Yes.

Question 4: Since Del Tech is a state agency, are the business references a requirement for us? If so, are the employers we partner with for paid work experiences acceptable as business references?

Answer 4: Yes and Yes

Question: 5: Do I understand correctly that for the In School Youth grant it is mandatory to have a letter from an LEA but for Out of School youth it is simply encouraged (not required) to have letters from linkage partners. Is that correct?

Answer 5: Yes, only In School Youth proposers are required to submit a letter from an LEA's.

Question 6: The attached budget is from DOE and was used for the ABE/GED® budget sheet. It automatically populates and I wanted to know if Del Tech can use this budget sheet for the In School and Out of School youth budgets? It is helpful since Del Tech has OECs that always have to be calculated into fringe benefits and this budget sheet makes it a lot easier.

Answer 6: Only the budget forms that were attached to the RFP can be used.

Question 7: Will trips to amusement parks be allowed, as long as it includes an educational component (i.e. The Stem Event at Six Flags America)?

Answer 7: As an incentive, entertainment costs like amusement park tickets may be allowed when prior written approval is obtained. The request should outline the total amount and participants expected to receive this benefit. Incentives must be tied to the achievement of a milestone or performance goal indicated within the youth's ISS. To provide the participants a recurring incentive for simply attending training, does not automatically lead to success or achievement. The entity offering such payments must have a policy in place that employs sound management practices and adheres to consistent and equitable treatment. It is expected that case managers and staff are trained on such policies to ensure consistent treatment and application across offices, programs, and participants. It is imperative that there are internal controls and safeguards. When the incentive takes the form of a gift card, ticket, gift certificate, check or other monetary items, written recognition or receipt of the payment should be contained as part of the participant file or official accounting records. An inventory, log, and periodic reconciliation of such items should also be documented and maintained. Lastly, such items should be kept in a secured and locked area.

Question 8: Are there regular meetings/training that Providers will have to attend?

Answer 8: Yes. In the current program year there are two sets of monthly meetings. In addition, Providers will be assigned a contract manager who will provide routine technical assistance and come on site as scheduled as needed. The PY18 meeting scheduled will be provided to Providers and may be different than described here.

Question 9: For the age of our participants, do we have to start at 16 or can we serve 18 and older?

Answer 9: You can serve any eligible youth who is between the ages of 16 and 24 at enrollments. Therefore, you may propose to serve only those eligible youth who are 18 to 24.

Question 10: To what extent should curriculum be attached? Is the outline with the timeline acceptable or are all teaching tools and tests being requested?

Answer 10: If you have a standard curriculum that your program utilizes it should be attached.

Question 11: II: Scope of Services
Section B: Population
Paragraph 3
Page 3
Text: All youth served must be determined and documented as eligible prior to enrolling by the Provider.
Question: Can students who are eligible for the services delivered under this award combine with ineligible students during instructor-led, classroom time?

Answer 11: Yes

Question 12: II: Scope of Services

Section B: Population
Paragraph 3
Page 3

Text: All youth served must be determined and documented as eligible prior to enrolling by the Provider.

Question: If other students coming with grant eligible students, are we required to provide the RFP's mandatory program elements to the other students?

Answer 12: No

Question 13: Regarding the DET eligibility requirements, please describe the process of determining eligibility including what documents are needed and the length of time needed for approval.

Answer 13: The following is a link to all current policies <https://det.delawareworks.com/rfp-contract-services/index.php>. The eligibility policy for youth programs is policy 2. Policies are subject to change.

Question 14: Under the guidelines for this award, can the same participants who are counted and tracked for this award also be counted and tracked for other federally funded CDBG awards?

Answer 14: You should not be “double billing”. In other words, you should not be submitting for reimbursement for items covered by another funding source. All items requesting for reimbursement should be documented for audit purposes. Leveraged funding should be fully described in the appropriate section of Appendix A.

Question 15: What is the minimum number of students trained during the entire two year grant award?

Answer 15: There is no minimum. You should propose to serve the number of youth with which you can achieve the proposed outcomes.

Question 16: II: Scope of Services
Section C: Program Design
Paragraph 4
Page 3

Providers must allocate a minimum of twenty percent (20%) of funds to provide paid and unpaid work experiences that have an academic and occupational component which may include...

Question: If our internships are reimbursed through the employer, how can the awardee account for the reimbursement expense on our budget?

Answer 16: You would not be submitting for reimbursement if this cost is covered by the employer. 20% if your budget should still be allocated to Work Experiences expenditures which can include staff salary and fringe. See (II)(C)(3) for a list of all allowed expenditures categorized as Work Experience.

Question 17: II: Scope of Services
Section C: Program Design
Paragraph: Essential Functions

Page 5

6. All Providers will ensure youth program personnel are available beyond nontraditional hours of operation to provide needed support and services when applicable.

Question: As the State defines "nontraditional hours," is your expectation that program staff will be on call and available nights and weekends?

Answer 17: The expectation is that support is available nights and weekends. That is one way to meet this criteria. You would describe how you will meet this in Appendix A section IV C.

Question 18: II: Scope of Services
Section C: Program Design
Paragraph: Essential Functions
Page 5

6. All Providers will ensure youth program personnel are available beyond nontraditional hours of operation to provide needed support and services when applicable.

Question: Does the state expect that the "nontraditional hours" requirement extends through the internship phase and until the student exits our program?

Answer 18: This support should occur all the way through 12 month follow up. Any service provided before exit may be provided after exit.

Question 19: Section: II Scope of Service,D Bonus Points
Paragraph 1
Page 6

Promise Communities-The DWDB encourages service delivery targeted to serve Promise Communities. Up to 10 points can be allotted to proposals that demonstrate service delivery in at least one promise community.

Question: Does "service delivery in" mean the organization is physically located in the designated ZIP codes or is the service delivered to persons who are from the designated ZIP codes?

Answer 19: There are many ways to meet this. You should described how you propose to meet this criteria, if at all. The intent is to service the residents and employers of these communities.

Question 20: Attachment 1
Paragraph 9
Page 25, bottom
State of Delaware License Number

Question: Our organization is a nonprofit corporation and, per the Department of Revenue, does not receive a business license. Is there an identification number that we can enter in lieu of the license number?

Answer 20: Non-profits should submit their 501(C)3 status documentation with the proposal.

Question 21: Appendix E Definitions
Page 3

Text: Cost Reimbursement Contract – means an agreement that provides for the payment of actual costs incurred to the extent prescribed in the agreement. Instead of paying the

contractor to meet all the terms and conditions at a specified price, this type of agreement reimburses the awardee for its best efforts to perform up to the total cost and types of costs authorized in the agreement.

Question: Regarding reimbursements, how does the State of Delaware define “best efforts”?

Answer 21: This is best answered by referencing a Performance Based contract. This is where payments are made to the provider when certain performance targets are met. For example, for each placement in employment, provider gets \$100. This is compared to a cost reimbursement contract where regardless of the performance in the contract, the provider, get reimbursed for their best efforts to achieve the performance. In this case, reimbursement will occur on a monthly basis in accordance with the approved budget in the contract. The one exception is profit. Profit will be paid only after performance is met. Nothing here prohibits DET and DWDB from terminating the contract for nonperformance or other concerns.

Question 21: What is the relationship between awardees performance on the defined measures and reimbursement approvals?

Answer 21: There is no relationship. Nothing here prohibits DET and DWDB from terminating the contract for nonperformance or other concerns.

Question 22: Who is the current out of school youth provider(s)?

Answer 22:

PY 17 Out of School Youth Programs (7/1/2017-6/30/2018)
The Challenge Program
DE Skills Center
Delaware Technical Community College-Terry
Delaware Technical Community College-Owens
West End Neighborhood

Question 23: Will you provide the last program year budget?

Answer 23: The following is the amount allocated for PY17 Out of School programs:

WIOA	Blue Collar
\$1,207,251	\$611,429

Question 24: Will you provide the current organizational chart for out of school youth services?

Answer 24: There is not an organizational chart for out of school youth services.

Question 25: Will you please provide PY16 outcomes and (if available) PY17 outcomes to date?

Answer 25: PY16 is currently being finalized and PY17 is in process. The final performance for PY16 will not be available until the last week in March.

Question 26: Section: II A
Paragraph number: One – item A Funding

Page number: 2

Text of passage being questioned: Both Workforce Innovation and Opportunity Act (“WIOA”) and State Blue Collar (“BC”) funds will fund youth served through this program. Successful Providers will be awarded two (2) contracts, one (1) for each funding source to operate the program. Regardless, both contracts will provide the same services to operate one (1) program. The anticipated aggregate amount of WIOA funding available for all programs to be funded through this RFP is \$1,425,000. The anticipated aggregate amount for BC funding available for all programs to be funded through his RFP is \$625,000. The funding level identified is an estimate, based on historical information. The estimate is subject to change without notice. This is the anticipated amount for one year. It is expected that the same amount will be available for the second year and Providers should propose services covering a two (2) year timeframe and budget to do so.

Question: Do we have to do a separate budget for the WIOA funding and State Blue Collar funding?

Answer 26: You will submit one budget for the Proposal. All successful providers will have their total award separated into Blue Collar and WIOA funds. Separate budgets will be provided for contract writing. The percentage breakout will be provided by DET.

Question 27: Section: Essential Functions Item 6
Paragraph number: 5 (Item 6)
Page number: 5

Text of passage being questioned: All Providers will ensure youth program personnel are available beyond nontraditional hours of operation to provide needed support and services when applicable. Furthermore, all Providers will ensure youth program personnel are available on-site while participants are present.

Question: Can you give an example of what is expected for “beyond nontraditional hours”. What is the program schedule for the current provider? (this information may impact our budget development)

Answer 27: The expectation is that support is available nights and weekends. One way to meet this criteria is program staff will be on call and available nights and weekends. You would describe how you will meet this in Appendix A section IV C.

Question 28: Section: Essential Functions
Paragraph number: 12 (Item 12)
Page number: 5

Text of passage being questioned: All Providers will provide retention services, as necessary, including during the day and evening to meet performance measures for 12 months following exit of participants

Question: How many Out of School Youth carry-over participants are expected for PY 19?

Answer 28: This will vary from provider to provider and DET cannot estimate this number.

Question 29: Section: E. Linkage Team
Paragraph number: 1
Page number: 7

Text of passage being questioned: In order to be eligible, Providers must demonstrate the existence of a linkage team. This may include a Local Education Agency (LEA). Other youth service agencies are encouraged to be part of the linkage team. Some examples of youth service agencies are the Division of Social Services, Department of Services for Children, Youth and their Families, local community centers, faith-based community organizations, etc. Linkage teams will be a key component in the recruitment, retention of youth, and employment skills training. Youth service agencies can be of particular importance in retention of youth by providing community based services that support success along with work experience sites. Providers are **encouraged** to submit with their proposal letter(s) of support from each Linkage Team member. Letters of support are not mandatory.

Question: Must the required Linkage Team be a pre-existing collaboration (prior to release of RFP)? May we develop a linkage team as part of our program design and response to this solicitation and still meet the requirements of the RFP?

Answer 29: You may develop a linkage team as part of your program design.

Question 30: Section: F. Performance measures
Paragraph number: 3 (Item F)
Page number: 7

Text of passage being questioned: The outcome goals for the youth programs funded by the DWDB and required under the Workforce Innovation and Opportunity Act are provided below. Regardless of funding source, all programs will be evaluated against these measures. All programs must have program designs that support the attainment of these measures. Both sets of measures provided below in this RFP are subject to change as DWDB negotiates measures with USDOL

Question: How many Out of School Youth is the provider be expected to enroll for PY 19?

Answer 30: This will vary from provider to provider and takes into consideration the amount of funding and program design per provider. The PY17 total enrollment goal is 224.

Question 31: Section: 5. Youth Contracts
Paragraph number: A
Page number: 7

Text of passage being questioned: Out-of-School providers shall allocate a minimum of twenty percent of funds to provide paid and unpaid work experiences that have an academic and occupational component which may include: employment opportunities, pre-apprenticeship programs; internships, job shadowing, and on-the-job opportunities.

Question: Can staff salaries be included in the 20% allocation for Work Experience or does it all have to be used for youth wages?

Answer 31: Yes staff salaries can be included in the 20% allocation for Work Experience.

Question 32: Can you provide the budget forms in excel?

Answer 32: No.

Question 33: Does the budget backup page count as the budget narrative?

Answer 33: While we are not sure what you are referencing with “budget narrative”, the budget backup page is a space to explain any item on the budget summary pages. At a minimum any budget line item that indicates “Itemize on Attached Page” should be listed on the budget backup.

Question 34: Should we fill out the provided forms twice, once for year 1 and once for year 2, or should we complete them only once and include only one year of data, or only once and include two years of data?

Answer 34: One for the two year period. Successful providers may be asked for an annual breakout of the budget during the contract writing process.

Question 35: Should we provide separate budgets for each funding amount, or only one budget assuming the full funding amount?

Answer 35: You will submit one budget for the Proposal. All successful providers will have their total award separated into Blue Collar and WIOA funds. Separate budgets will be provided for contract writing. The percentage breakout will be provided by DET.

Question 36: If you are proposing for the allowed planning period, please provide a timeline with milestones, as well as a description of how your budget supports this planning period. (Up to 8 month planning period allowed).

Answer 36: The planning period is for providers who are seeking bonus points in the Pathways category. You do not have to request or propose for it. No current out of school youth provider is implementing a Pathways as described in the RFP. Therefore planning for this type of implementation seems necessary.

Question 37: What is the location of the DWDB Meeting?

Answer 37: Details and changes to this board meeting will be noticed on the State of Delaware Public Meeting Calendar which can be found at <https://publicmeetings.delaware.gov>. Refer to the website as directed in the RFP

Question 38: Is there a definition of Needs Additional Assistance?

Answer 38: This is currently not defined in the State’s WIOA plan. Therefore this barrier cannot be used at this point in time. If the Delaware Workforce Development Board defines this in the future, it will be implemented.

Question 39: There are several open RFPs right now, can we apply for more than one program?

Answer 39: Yes, apply for any open RFP that you think is a good fit for your organization/program. You shouldn’t have 2 contracts to service the same people. You may not be the lead or primary proposers for multiple proposals in the same program. For example, you cannot submit more than one proposal as the primary provider in response to the Out of School Youth Program RFP. See section (IV)(B)(12) of the RFP.

Question 40: Our intended audience should be dropouts?

Answer 40: The RFP states “DWDB will favor proposals where school dropouts represent no less than 30% of the population being served, but proposals that do not meet this criterion will still be considered.” You should propose the program as you want.

Question 41: Adult Mentoring, is that still off site as in the provider can’t be the adult mentor? RFP says case manager for mentoring but can it be an instructor?

Answer 41: Yes, but it can be on site. It cannot be with someone with whom the participant has daily contact with in the regular flow of the program. This should be discuss with your contract manager for case by case decisions.

Question 42: How many interactions are needed during the mentorship, face to face, over the phone?

Answer 42: A plan should be detailed for the youth and their mentor. This may vary from each participant. It should be jointly developed and referenced in the ISS.

Question 43: Does the 12 month follow up have to be completed before the contract is up?

Answer 43: No, as soon as they exit is when the 12 month follow up will start. This could be during or after the contract period.

Question 44: If we are getting students in, how long does the approval process take?

Answer 44: You approve them yourself – once you have all eligibility documentation, you approve them. You have to determine that they are a good fit for the program.

Question 45: When you say budget for an administrative support for data entry, is there an amount that we have to go on?

Answer 45: No, you should budget consistent for an administrative role in your organization.

Question 46: In terms of data and information entry into the Delaware JobLink System, approximately how much time does this take?

Answer 46: This depends on how many participants you are serving and the frequency of cycles beginning and ending. DET requires data entry after enrollment at the following milestones:

- Service start and end for all services provided
- Report Measurable Skills Gains
- Credential attainment
- Day 1, 30, 60, and 90
- Monthly case notes

We estimate that the creation of an account takes on average 45 minutes per participant and maintenance in accordance with DET procedures on average 1 hour per month per participant. Once the provider becomes proficient, this time may decrease.

Question 47: When the TABE test changes will we then allow us to use the new TABE?

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- Answer 47: We will remain consistent with the assessments approved by the National Reporting System.
- Question 48: If post testing how would we do that if the pre-test was done with the old test?
- Answer 48: You will not. You would have to issue another assessment using the same assessment you plan to post-test on. You can use prior assessments (different than your chosen posttest assessment) to determine eligibility though.
- Question 49: Is Basic Skills Deficient (BSD) stills a requirement for eligibility?
- Answer 49: One barrier is “Recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is basic skills deficient; or an English language learner.” Current policy states that every High School Graduate served must be BSD.
- Question 50: What if they are a foster child?
- Answer 50: They would eligible if all other criteria are met (age and not attending school). See section (II)(B) Population in RFP.
- Question 51: Nontraditional business hours, is that based on your hours or ours?
- Answer 52: This is based on regular business hours being Monday-Friday 8:00-5:00.
- Question 53: When service is outside nontraditional services, does that include wrap around services?
- Answer 53: Yes.
- Question 54: Do College credits count a credential?
- Answer 54: No. If your proposed program does not lead to a credential as defined in Appendix E, you should complete the Exception Form in Attachment 2 of Appendix A.
- Question 55: Can we submit an Exception in advance?
- Answer 55: No, this would be submitted as part of the proposal.
- Question 56: If we have an occupation that is not on the in demand occupation list (Appendix D) nor aligned with an approved state pathway, how should we handle this?
- Answer 56: You should propose for what you want to provide training in to meet the performance goals with the given population. As the RFP states, “If the program design is centered around a specific occupation or industry, the training must be in in-demand occupations which can be found in Appendix D. Requests to provide training leading to an occupation not found on the in-demand occupations list in Appendix D may be made. Proposals for occupational skills training in occupations not targeted here are permissible with comprehensive documentation supporting the need for training. The supportive documentation must accompany the proposal.”

In regards to Pathways Bonus Points, if the program is not replicating at least one (1) in-school career pathway, you may still propose this, but there would be no bonus points allotted for Pathways.

Question 57: In order to receive bonus point under the Pathways category, do we need to figure out a way to get our OSY college credits?

Answer 57: As the RFP states, “all CTE programs must be state approved and provide youth with the opportunity to earn early college credit, industry credential(s), and participate in meaningful work experiences...Bonus points will be allotted to out-of-school Providers that replicate at least one (1) in-school career pathway. This ensures that out-of-school youth are able to receive the same or *similar* programing as in-school youth to build technical skills.” The goal is to replicate the work done in the secondary schools which includes the opportunity to earn early college credit. This should be planned for when developing the career pathway. With this said, this is why we are allowing an 8 month planning period and the final product must be approved.

Question 58: For an outcome (Day 1, 30, 60 and 90), is there minimum required hours if they are in college?

Answer 58: Yes. They must be enrolled full-time (12 credits). We also allow for a combination of work and post-secondary. The current policy states, “combination of work, advanced training/occupational skills training and/or post-secondary education will be allowed when the youth is attending part-time education and working for a total of 20 hours or more.”

Question 59: What does day 1 outcome mean?

Answer 59: Day 1 Outcome -Documentation and entry in DJL of allowable outcome. Unless otherwise defined in an executed contract or policy, outcome for Youth programs include:
A. Post-secondary education enrollment;
B. Advanced training enrollment (includes Job Corps); or
C. Unsubsidized employment maintained for one (1) day. This includes Military service and Registered Apprenticeship.

Question 60: Is Day 1 Employment Outcome full time or part time?

Answer 60: Employment may be no less than an average of 20 hours per week.

Question 61: Is there a time limit for them to get a job?

Answer 61: No, as long a service is being provided. Once a participant does not receive a service for 90 days, they will exit your program and go into your performance denominator and enter 12 month follow up, unless there is a prior approved gap in service.

Question 62: If a participant obtains employment but is still participating with the program, can we keep them active until the desire outcome is obtained (e.g. desired employment at desired wage).

Answer 62: Yes.

Question 63: Can we propose our own performance measures?

Answer 63: You may propose different performance measures. It should be explained why and if you do not propose different measures, you cannot negotiate if awarded. Furthermore, you may propose different measures and not be granted them.

Question 64: If we do a hospitality track, would the median wage be automatically lower?

Answer 64: No. See Q&A 63.

Question 65: Can we get previous years ranking sheets?

Answer 65: The following is the Evaluation Team's final ranking.

PROPOSER	TRAINING AREA	Panel Ranking
The Challenge Program	Out of School	1
West End Neighborhood House	Out of School	2
DTCC-Terry	Out of School	3
Delaware Skills Center	Out of School	4
DTCC-Owens	Out of School	5
DTCC-George Campus	Out of School	6
Aspiring Professionals College & Career Exploration Program Inc	Out of School	7

Question 66: Would an annual report be used to determine the continuation of the two year program?

Answer 66: We do not anticipate using an annual report.

Question 67: Does Administration cost have to be on one line of the budget?

Answer 67: No.

Question 68: If we are a current vendor do we add carry-ins on the milestones attachment?

Answer 68: Yes.

Question 69: What is a competitive cost per enrollment?

Answer 69: Based on historical information, the cost per enrollment for PY16 and PY17 the average cost per enrollment is \$8,667 with the low being \$6,732 and the high being \$12,500. This includes wages for paid work experiences.

Question 70: If a male's girlfriend is pregnant, would they be considered a parent?

Answer 70: No, the male would not be considered a parent until the child is born.

Question 71: Please provide the number of Out-of-School Youth served last year for New Castle County. If the number for New Castle County cannot be provided, please provide the statewide number of Out-of-School Youth served.

Answer 71: The enrollment goal for New Castle County is 180.

Question 72: The RFP clearly states the measures or (%) each project will be evaluated on. Further, all measures EXCEPT the employment outcome Day 1 wage are %'s of the total participants who exit the program. **Question** - Is there any guidance on determining how many students should be exited each year or cycle?

For example, if we recruited 45 students but enroll 30; are we required to exit all 30 that were enrolled at 100% regardless if they earned a credential or may we determine that objective based on historical data?

Answer 72: Youth participants should be exited from programs for two (2) reasons:

1. When the youth participant has obtained an outcome (employment, post-secondary education, military, apprenticeship, or advanced training), at least their first incremental credential, and an increase in Measurable Skills Gain; OR
2. When a participant has not received a service funded by the program or funded by a partner program for 90 consecutive calendar days, and is not scheduled for future services.

All participants who enroll will exit at some point. In the provided example, all 30 would exit either when outcomes were obtained or when they were no longer receiving services.

Question 73: In Appendix A, A. Total Number of Enrollments, should we break this out per year. For example we could want to serve 50 participants each year, but this may not be 100 total youth. It most likely would be mostly carry ins and some new maybe in the second year.

Answer 73: It is best to be clear here so you should put the number of youth you propose to serve per year. Be clear if the year two number includes those in year one. This should also align with your milestones. See Q&A 68 as well.

Question 74: What is the page limit for the IV C in Appendix A?

Answer 74: The Proposal Submission Template originally stated that the response was limited per one page. However, this document changes the limit to three page limit to this response and the curriculum is not included in the page limitation

To accommodate Q&A's 68, 73, and 74 Appendix A has been modified and is Addendum #2 posted on <https://bids.delaware.gov>