

**RFP-DDEC-PDL-2024-02:
PROVIDER OF CAREER AND JOB MARKET NAVIGATION SERVICES
QUESTIONS & ANSWERS**

5.2 Outreach

Question: Can you provide more information about the randomization process?

The research team will provide a computer program to randomize individuals exiting from WIOA programs into two groups: clients who will be offered Career and job market navigation services and clients who will be part of a control group, and who will not be offered these services.

Each month the provider will execute the program in a computer where the free statistical package R has been installed. Only the most basic computer skills are required to perform this task. In addition, a member of the research team will guide the provider in every step of the process.

Question: Can the client select the services that he/she wants or must receive all services?

The clients select the services they want to receive.

5.3 Career and job market navigation services

Question: What are the requirements of the comprehensive training in job coaching?

There are no specific requirements. Job coaching entails a range of support services that include aid in identifying client goals, interests, and employment opportunities. They also include providing help with updating resumes, preparing for interviews, and advice on surmounting potential obstacles in retaining jobs and advancing careers.

Question: What kind of in person training programs do you favor?

Staff training with an emphasis on job coaching and information on job opportunities across the Island and the mainland US.

Question: What kind of skill diagnosis tools do you require?

The skill diagnosis tools can be selected by the provider.

Question: What is the PRIS system?

It refers to the Participant Record Information System, a web-based software based on the Participant Individual Record Layout (PIRL). The PIRL provides a standardized set of data fields, definitions, and reporting instructions used to describe the characteristics, activities, and outcomes of WIOA participants. See: [https://www.dol.gov/sites/dolgov/files/ETA/Performance/pdfs/ETA_9170%20PY%202022%20\(Accessible\)%20.pdf](https://www.dol.gov/sites/dolgov/files/ETA/Performance/pdfs/ETA_9170%20PY%202022%20(Accessible)%20.pdf)

Question: Section 5.3 presents the types of JOB Leads to cater to: Job Seekers, Jobs Keepers, At-Risk Job Keepers, Job Leavers and Career Changers. Is there a priority ranking regarding service to these various groups?

No.

5.6 Research and evaluation

Question: When is the evaluation process expected to take place?

Preliminary evaluations will be performed on a quarterly basis by the research team. A final evaluation will take place at the end of the contract period.

5.11 Special Considerations

Question: What are the hours of operation of the Job Market Navigation Services Center?

Monday to Friday – business hours.

Question: What do you mean by staff scheduling should be flexible?

The provider should be willing to adapt the above-mentioned hours to client needs. For example, some staff may work from 8am to 5pm and other staff could work from 9-10am to 6-7pm, if such an arrangement results in substantially improved services, outcomes, and customer satisfaction.

Question: Are the creation and copy rights of software and tools already developed by the proposer going to be property of the DECD/WDP?

No.

5.12 Submission of Strategy and Methods

Question: What kind of activities are included in the risk management approach?

Respondent should be able to provide strategies necessary in order to complete the risk management as part of the proposed project.

5.14 Submission of References for Services Performed

Question: RFP states that the respondent will provide at least three recent references (within the last five years), including client names, contact persons, phone numbers and a description of services provided. Does this refer to individuals assisted in obtaining jobs or companies assisted in securing talent? Format provided for references is focused on companies.

References can be from companies or individuals served by the respondent.

Question: Our company participated in a similar RFP process DDEC and can furnish the required documents as produced in the second semester of 2023 (including sworn statements). Are all or any of these documents allowable for this RFP?

Documents required for this RFP can be the same documents provided for an earlier RFP process if these documents are current and up to date.

Proposer's compensation

Question: The training expenses are for clients or Career navigators.

For Career navigators, if they require the training.