Q&A

RfP-DDEC-PDL-2023-03 Professional Services: PROVIDER OF

CAREER AND JOB MARKET NAVIGATION SERVICES.

1. **Regarding the offer of services in person, the RFP mentions that they will be carried out in a locality located in the Metropolitan Area of San Juan-Caguas.**
   a. **Does this refer to the MSA San Juan-Carolina-Caguas which is composed of 40 Municipalities?**
      i. Services will generally be provided remotely, but staff will accommodate for clients requesting in person contact in a location in the San Juan-Caguas metropolitan area. This area includes San Juan, Bayamón, Carolina, Guaynabo, Cataño, Trujillo Alto, and Caguas.
   b. **There is an identified location from DDEC, or the proponent can suggest it?**
      i. The location is up to the proponent. The only requirement is location in the area specified in 1a.
   c. **The proponent can identify a location for the presential services in another area near to the western Puerto Rico residents?**
      i. There must be a location in the area specified in 1a, but the proponent can offer additional ones in other areas, as in western Puerto Rico.

2. **In the section of compensation to the proponent, related to the budget, a table is presented that we must use to calculate the cost. Is it expected to include the overall cost per service to a customer in a single line or can the table be used as a model and detail line by line the service or the item with its cost?**
   a. The proponent will include a total cost for the case management services. Significant assumptions and line items can be included in a budget narrative that must accompany the budget submission.

3. **Can work positions where candidates will be referred to include positions from other recruitment firms or temporary job agencies?**
   a. Clients should be offered jobs from as many sources as possible. These should be gathered directly from employers, from job agencies, or from search engines such as Google for Jobs, empleos.pr.gov, and usajobs.gov, among others.

4. **What is the expected date for the program to begin execution?**
   a. It is flexible depending on the proposal, but ideally the program should start by the end of 2023.

5. **How is success measured? What will the metrics be?**
   a. Level one indicators
      i. Number of clients contacted each month
      ii. Number of clients accepting Job market navigation services
   b. Level two indicators
      i. Number of clients connected to a job as a result of the Job market navigation services
      ii. Number of clients connected to a better paying job as a result of the Job market navigation services.

6. **If there is a percentage of referred candidates set a success goal, will there be allowable exclusions from this success rate? Examples of exceptions could be various situations or changes in circumstances since exiting WIOA program: work hindering disabilities, military activation, caretakers, erroneous/changed contact information, non-responsiveness, etc.**
    a. Program success will be measured through a comparison with a control group composed of individuals with identical characteristics such as disability status, military activation, WIOA program. Members of the control group will not be receiving Job market navigation services.
        i. For example, if only 25% of disabled individuals find a job in the absence of Job market and navigation services, success will be measured by the improvement over this rate.
7. **What is the expected number of participants serviced per contract year? Will the amount be consistent per monthly report?**
    a. The number of participants will be determined by the number of individuals exiting WIOA services, which can vary month to month.
    b. The proponent can budget assuming a list of about 700 clients to be contacted per month. An unknown fraction will accept Job market navigation services. Given the uncertainty in the number of clients who will accept services, the proponent can choose to budget based on a team of three Job market navigators.
8. **When the guidelines state services will be provided to individuals that recently exited WIOA programs, what does the term recent mean? Within the last month? 6 months? A year? More?**
    a. Three months
9. **What information will be provided regarding each participant? Only contact information? Service provided by the WIOA program?**
    a. An identification number assigned by the system
    b. Gender
    c. WIOA program demographics (if its veteran, unemployed individual, incumbent worker or individual with a disability)
    d. Ethnicity
    e. Education level
    f. Employment barrier
10. **Will time sheets be required for staff working on the project?**
    a. This proposed solicitation will be federally funded, therefore the proposer needs to provide evidence of service and time commitment. For example, if you are visiting a Local Area to interview a participant, case manager, or any other service staff, you must at least have a signed attendance sheet from the participant or staff that evidences that you were there providing services that day or hours.
11. **Will randomization code implementation require any software or other element that would require an additional investment on behalf of provider?**
    a. The randomization process will require access to a computer. The code to be provided by the research team will require downloading R—a free statistical software package.