

Answers to the RFP questions

1. The performance items listed in the RFP don't appear to align with the projected performance form that's included in the attachments. Can you please clarify the performance benchmarks?

Answer: Partners' Meeting, Effective Working Relationships with Partners, Number of New Partnerships, Presentations to CBO's, New Efficiencies in a Workforce Center, Monitoring Compliance with COWIB Policy, New Business Engagements, Customer Satisfaction Surveys-

2. For the items highlighted in the pictures below, can you describe how these will be measured, especially if a contract extension is granted.

Answer: met or not met. The monthly OSO performance report will be reviewed and within the report the OSO will need to state how the performance measures were met.

3. Are there, or will there be definitions for the performance benchmarks?

Answer: At the time the contract is written discussion will be had on definitions

4. Can you clarify the benchmark underlined in red in the snippet below?

Answer: It should read "Number of New Partnerships" - How many new partnerships have been developed each quarter?

5. The Projected Performance form includes a line for "Monitoring to Ensure Compliance with COWIB Policy & Procedures", is this self-monitoring or other types of monitoring? We do not find another reference to describe the benchmark elsewhere. Can you provide further details to describe expectations for this benchmark?

**One-Stop Operator Performance**

1. Conduct a Partners' Meeting every month
2. Develop and implement a customer satisfaction survey
3. Maintain effective working relationship with partners
4. Develop new partnerships in the workforce system
5. Create a system for engaging the Business Community
6. Conduct presentations to Community Based Organizations
7. Create efficiencies in Workforce Oklahoma Centers.
8. Ensure COWIB policy and procedure is followed

**Projected Performance – One-Stop Operator**  
 Period of Performance: October 1, 2023 through September 30, 2024

Projected Cumulative Service Levels	Ending 12/31/23	Ending 3/31/24	Ending 6/30/24	Ending 9/30/24
Conduct a Partners Meeting				
Effective Working Relationship with Partners				
of New Partnership				
Presentations to CBO's				
New Efficiencies in Workforce Centers				
Monitoring to Ensure Compliance with COWIB Policies and Procedures				
Number of New Business Engagements				
Customer Satisfaction Rate				

Answer- Being able to answer any policy questions to Partners or the Adult/DLW/Youth Service Provider in conjunction with COWIB Board staff, spot checking for compliance.

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6. Can you please clarify who will purchase office items such as computer, printer etc. for use by the OSO?

Answer- The Board will responsible for all purchases.

7. Can you please clarify the date the successful bidder will be notified?

Answer- The successful bidder will be notified on August 17, 2023

8. Page 16, paragraph two states, "For examples of past and current Performance Standards see also Section III.B.3 Program Outcomes and Deliverables of this RFP." We are unable to location Section III.B.3 or the examples of past and current performance standards. Could you please direct us to that section, or provide PY 21 and 22 performance standards and outcomes?

Answer- Actual performance is located at the bottom of this document.

9. What was the total operating budget for PY 22 for the OSO services?

Answer- \$90,000.00

10. What is the highest salary paid for anyone who has previously served as the COWIB OSO?

Answer- \$60,000.00

11. Under the qualifications for staff section, will you please clarify the question, "Describe the qualifications for staffing that will be providing services to the Clients."

Answer- Resume for staff if the proposer has a staff in mind.

12. "Proposers should note that they are not required to provide rent, utilities, telephone service and telephones, internet service, janitorial services, lawn and grounds maintenance, equipment purchases, equipment maintenance, equipment software, and assessment supplies for One Stop Center and Satellite offices. All of these items will be provided by the WIOA Fiscal Agent for the workforce area."

Dropbox is utilized for performance and other reporting and management of files. If NEWDB is selected, the One-Stop Operator will need a license. Should these costs be included in the proposer's budget, or will COWIB pay the license fees?

Answer-COWIB will not be paying the license fees.

13. Who is responsible for office supply purchases?

Answer-COWIB will provide all supplies.

Answers to the RFP questions

1. Understanding that the budget for these RFPs are estimates, can you confirm the following information is accurate?

a. For A/DW/Y - Estimated: PY23 we allocated approximately \$726,000.00 for Adult/DLW service provision with another \$1,114,929.00 on direct client expenditures. For Youth services there was approximately \$250,000.00 for service provision and an additional \$644,000.00 for direct client expenditures.

Answer- Adult and Dislocated Worker numbers are correct. For Youth \$520,000 in service provision and \$644,000.00 in direct client expenditures.

b. OSO = Total: 5,000,000.

Answer-Total -\$90,000.00

1. Can you please provide us with the current and past program year's actual performance numbers for performance measures listed on page 50 in the RFP?

PY22 OSO performance through May 2023

Measure	Jul 2022	1st Qtr		2nd Qtr (Cumulative)		3rd Qtr (Cumulative)		4th Qtr (Cumulative)	
	PY22 Q1	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal
Partners' Meeting		3	3	5	6	9	9	11	12
Effective Working Relationships w/Partners	X	X	X	X	X	X	X	X	X
Number of New Partnerships		0	4	0	8	2	12	2	16
Presentations to CBOs		11	6	19	12	30	18	36	24
New Efficiencies in Workforce Centers		0	2	1	5	5	8	5	11
Monitoring Compliance w/COWIB Policy	X	X	X	X	X	X	X	X	X
New Business Engagements		5	3	10	6	19	9	26	12
Customer Satisfaction Surveys		1549	500	2304	1000	2445	1500	2781	2000

Answers to the RFP questions

PY21 OSO performance

Measure	Jul 2021	1st Qtr		2nd Qtr (Cumulative)		3rd Qtr (Cumulative)		4th Qtr (Cumulative)	
	PY21 Q1	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal
<b>Partners' Meeting</b>		<b>3</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>12</b>	<b>12</b>
<b>Effective Working Relationships w/Partners</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
<b>Number of New Partnerships</b>		<b>11</b>	<b>4</b>	<b>15</b>	<b>8</b>	<b>20</b>	<b>12</b>	<b>25</b>	<b>16</b>
<b>Presentations to CBOs</b>		<b>14</b>	<b>6</b>	<b>25</b>	<b>12</b>	<b>33</b>	<b>18</b>	<b>39</b>	<b>24</b>
<b>New Efficiencies in Workforce Centers</b>		<b>7</b>	<b>2</b>	<b>12</b>	<b>5</b>	<b>14</b>	<b>8</b>	<b>14</b>	<b>11</b>
<b>Monitoring Compliance w/COWIB Policy</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
<b>New Business Engagements</b>		<b>8</b>	<b>3</b>	<b>25</b>	<b>6</b>	<b>35</b>	<b>9</b>	<b>37</b>	<b>12</b>
<b>Customer Satisfaction Surveys</b>		<b>127</b>	<b>500</b>	<b>346</b>	<b>1000</b>	<b>2128</b>	<b>1500</b>	<b>4179</b>	<b>2000</b>

Answers to the RFP questions

PY22 Performance through May 2023

Measure ADULT/DLW	Jul 2022	1st Qtr		2nd Qtr (Cumulative)		3rd Qtr (Cumulative)		4th Qtr (Cumulative)	
	PY22 Q1	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal
Skill Development (IEPs)		128	125	263	250	454	375	554	500
Obtain a Measurable Skill Gain		44%	70%	43%	70%	50%	70%	56%	70%
Occupational Training (ITAs)		94	55	180	110	282	165	343	220
Completing Training		57	48	99	88	181	136	231	176
Receiving a Credential		76	37	130	74	206	111	272	146
Entered OJT		4	10	10	20	17	30	25	40
Entered Registered Apprenticeship		4	7	6	14	22	21	26	29
Enrolled in STEM Training		37	26	62	50	96	75	114	100
Entering a Transitional Job		20	11	34	21	55	33	73	42
% WIOA Clients Employed after Services		52%	74%	60%	74%	62%	74%	60%	74%
Training Expenditure Rate		60%	60%	64%	60%	64%	60%	71%	60%
Customer Satisfaction Rate		99%	95%	99%	95%	99%	95%	99%	95%
Measure Youth	Jul 2022	1st Qtr		2nd Qtr (Cumulative)		3rd Qtr (Cumulative)		4th Qtr (Cumulative)	
	PY22 Q1	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal
New Enrollments		90	57	154	115	222	172	256	230
Obtain a Measurable Skill Gain		46%	62%	52%	62%	54%	62%	65%	62%
Enrolled in Occupational Training		70	29	110	58	152	87	162	117
Obtain Educational Credential		40	20	89	41	122	61	153	83
Entering Employment		32	35	79	70	128	105	148	140
Entering Work Experience		28	25	48	50	63	75	85	100
Enrolled in STEM Training		33	18	48	35	68	51	72	63
Entering OJT		3	7	5	17	6	25	8	35
Completing Training		37	22	84	45	108	67	130	90
Expenditure Rate on Work-Related Activities		32%	30%	33%	30%	35%	30%	34%	30%
Expenditure Rate on OSY ≥ 75%		97%	≥75%	98%	≥75%	98%	≥75%	98%	75%
Customer Satisfaction Rate		99.7%	95%	99.8%	95%	99%	95%	99%	95%

Answers to the RFP questions

PY21 Performance

Measure Adult/DLW	Jul 2021	1st Qtr		2nd Qtr (Cumulative)		3rd Qtr (Cumulative)		4th Qtr (Cumulative)	
	PY21 Q1	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal
<b>Skill Development (IEPs)</b>		<b>126</b>	<b>125</b>	<b>232</b>	<b>250</b>	<b>387</b>	<b>375</b>	<b>566</b>	<b>500</b>
<b>Obtain a Measurable Skill Gain</b>	<b>NA</b>	<b>28%</b>	<b>70%</b>	<b>37%</b>	<b>70%</b>	<b>52%</b>	<b>70%</b>	<b>55.3%</b>	<b>70%</b>
<b>Occupational Training (ITAs)</b>		<b>129</b>	<b>48</b>	<b>157</b>	<b>96</b>	<b>188</b>	<b>144</b>	<b>275</b>	<b>189</b>
<b>Completing Training</b>		<b>60</b>	<b>38</b>	<b>113</b>	<b>77</b>	<b>134</b>	<b>115</b>	<b>190</b>	<b>151</b>
<b>Receiving a Credential</b>		<b>94</b>	<b>37</b>	<b>120</b>	<b>74</b>	<b>175</b>	<b>111</b>	<b>221</b>	<b>146</b>
<b>Entered OJT</b>		<b>4</b>	<b>10</b>	<b>7</b>	<b>15</b>	<b>11</b>	<b>22</b>	<b>28</b>	<b>30</b>
<b>Entered Registered Apprenticeship</b>		<b>1</b>	<b>6</b>	<b>10</b>	<b>12</b>	<b>20</b>	<b>18</b>	<b>25</b>	<b>24</b>
<b>Enrolled in STEM Training</b>		<b>53</b>	<b>26</b>	<b>68</b>	<b>50</b>	<b>86</b>	<b>75</b>	<b>106</b>	<b>100</b>
<b>Entering a Transitional Job</b>		<b>7</b>	<b>10</b>	<b>21</b>	<b>20</b>	<b>31</b>	<b>30</b>	<b>52</b>	<b>40</b>
<b>% WIOA Clients Employed after Services</b>		<b>NA</b>	<b>74%</b>	<b>77%</b>	<b>74%</b>	<b>71%</b>	<b>74%</b>	<b>68%</b>	<b>74%</b>
<b>Training Expenditure Rate</b>		<b>74%</b>	<b>60%</b>	<b>54%</b>	<b>60%</b>	<b>52%</b>	<b>60%</b>	<b>56%</b>	<b>60%</b>
<b>Customer Satisfaction Rate</b>		<b>99%</b>	<b>95%</b>	<b>99%</b>	<b>95%</b>	<b>99%</b>	<b>95%</b>	<b>99%</b>	<b>95%</b>
Measure Youth	Jul 2021	1st Qtr		2nd Qtr (Cumulative)		3rd Qtr (Cumulative)		4th Qtr (Cumulative)	
	PY21 Q1	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal
<b>New Enrollments</b>		<b>51</b>	<b>62</b>	<b>118</b>	<b>124</b>	<b>197</b>	<b>186</b>	<b>298</b>	<b>248</b>
<b>Obtain a Measurable Skill Gain</b>	<b>NA</b>	<b>41%</b>	<b>62%</b>	<b>30%</b>	<b>62%</b>	<b>56%</b>	<b>62%</b>	<b>55.4%</b>	<b>62%</b>
<b>Enrolled in Occupational Training</b>		<b>41</b>	<b>32</b>	<b>70</b>	<b>64</b>	<b>101</b>	<b>96</b>	<b>149</b>	<b>128</b>
<b>Obtain Educational Credential</b>		<b>18</b>	<b>25</b>	<b>38</b>	<b>50</b>	<b>54</b>	<b>75</b>	<b>75</b>	<b>99</b>
<b>Entering Employment</b>		<b>15</b>	<b>50</b>	<b>34</b>	<b>100</b>	<b>83</b>	<b>150</b>	<b>116</b>	<b>200</b>
<b>Entering Work Experience</b>		<b>8</b>	<b>30</b>	<b>22</b>	<b>60</b>	<b>42</b>	<b>90</b>	<b>63</b>	<b>120</b>
<b>Enrolled in STEM Training</b>		<b>31</b>	<b>18</b>	<b>41</b>	<b>35</b>	<b>51</b>	<b>51</b>	<b>68</b>	<b>63</b>
<b>Entering OJT</b>		<b>7</b>	<b>6</b>	<b>8</b>	<b>12</b>	<b>10</b>	<b>18</b>	<b>14</b>	<b>26</b>
<b>Completing Training</b>		<b>16</b>	<b>26</b>	<b>35</b>	<b>53</b>	<b>44</b>	<b>80</b>	<b>76</b>	<b>103</b>
<b>Expenditure Rate on Work-Related Activities</b>		<b>32%</b>	<b>30%</b>	<b>34%</b>	<b>30%</b>	<b>28%</b>	<b>30%</b>	<b>30%</b>	<b>30%</b>
<b>Expenditure Rate on OSY ≥ 75%</b>		<b>99%</b>	<b>≥75%</b>	<b>98%</b>	<b>75%</b>	<b>95%</b>	<b>75%</b>	<b>94%</b>	<b>75%</b>
<b>Customer Satisfaction Rate</b>	<b>NA</b>	<b>100%</b>	<b>95%</b>	<b>99%</b>	<b>95%</b>	<b>99%</b>	<b>95%</b>	<b>99%</b>	<b>95%</b>