

1. Reporting – can you please describe the reporting requirements/procedures? Are we able to submit reports and financial backup documentation electronically or will hard copies be required?

**In order to help the CAPTE and its provider partners track program activities on an ongoing basis, the successful bidder will provide and maintain monthly status reports on services provided, participants served and individual and aggregate costs for all.**

2. What are requirements related to meeting one-on-one with clients?

**A case manager will need to be assigned to each client, referred for services. The case manager(s) are required to meet with clients on a one-on-one basis, to assist with needed services. Clients are required to sign any and all documents relating to their supportive service needs.**

3. Are we able to conduct activities remotely via phone/email?

**Providers are able to contact clients via phone/email. Providers are not allowed to deliver service activities via phone/email.**

What are the requirements for having program “facilities in each county”? For instance, are we expected to have a physical presence to meet clients’ one-one-one in each county? Or can we communicate remotely with clients, and then collaborate with a partner physically located in each county for purposes such as clients receiving and signing for checks from the program?

**Agencies must have the capacity to serve all Region 4 counties. Agencies must present in their proposal a plan describing how they would provide services and a timeline with tasks to be accomplished in order to meet the prescribed date for client services to begin. The program facilities will be appropriate in size and design to accommodate program staff, participants and services. The bidder will ensure that the building(s) and space(s) in which staff and WIOA participants are to receive service(s) meet local fire, health and safety standards and comply with the Americans with Disabilities Act (ADA) standards. Both Workforce Innovation and Opportunity Act and the CAPTE encourage partnering and collaboration to deliver the most effective services to have the greatest possible community impact. In addition, providers must be capable of linking participants with a local Alabama One-Stop Career Center for life-long job seeking services.**

4. What is the expected release date for the next RFP?

**Contracts resulting from this RFP are anticipated to commence February 1, 2019 and end June 30, 2019. This agreement may be renewed for an additional two years at the discretion of the CAPTE Workforce Board. Re-negotiation will be initiated by the CAPTE Workforce Board before the expiration of the first year’s contract. In order for the CAPTE Workforce Board to consider an extension, the contractor must satisfactorily execute the program as outlined in the contract. However, the CAPTE Workforce Board is not bound to exercise a contract extension solely on stated performance outcomes. Supportive services will also be based on the availability of funds per program year.**

5. Form 1 says “The Jefferson County Commission reserves the right to unilaterally modify the Agreement amount and/or other provisions of the Agreement.” Are there any parameters or guidelines for such a modification, and if so, could those be put into writing? e.g., conforming to federal requirements, loss of federal funds

**See Form 9, Section 40 (D)**

6. Form 9, Section 7 is about Grievance Procedures. Are there any other guidelines for what these should contain? Would a Sub-recipient be required to review or obtain grievance procedures from any provider of services to which it pays funds on behalf of a participant?

**It will establish grievance procedures agreeable to the Jefferson County, AL. It will ensure that any of its subcontracting Sub-recipients, which are employers of or provides services to participants, will maintain grievance procedures relating to the terms and conditions of employment or service, which allow for, at complainant's request, a review of the employer's decision by Jefferson County, AL.; and to inform employees and participants of the procedures they are to follow.**

7. Form 9, Section 18 references Section 6 of Form 2. There is no Section 6 of Form 2 included in the attachment; is there a missing page, or any other place with information about “required performance levels.”?

**See Request for Proposal, Page 19, “Program Performance Outcomes”**

8. Form 9, Section 21 references reports “required by the CAPTE and Jefferson County.” Is there a list of required reports or forms? Is the FORMS PREPARATION AND DATA VALIDATION REQUIREMENT HANDBOOK available?

**See Request for Proposal, Page, “Monthly Status Reports to the CAPTE WIOB”**