

**High Country WDB RFP**  
**Questions & Answers**  
**February 2017**

1. How many Adult, Dislocated Workers, and Youth participated in Work Experience, Classroom Training, and OJT between July 1, 2015 and June 30, 2016?

	<b>Training</b>	<b>OJT</b>	<b>Work Experience</b>
<b>Adults</b>	121	2	0
<b>DW</b>	41	15	0
<b>Youth</b>	54	0	18

2. How many Adult, Dislocated Workers, and Youth are active in Work Experience, Classroom Training, and OJT (as of 2/10/17)?

	<b>Training</b>	<b>OJT</b>	<b>Work Experience</b>
<b>Adults</b>	103	0	2
<b>DW</b>	8	3	0
<b>Youth</b>	38	1*	12*

\*There are 8 potential work experiences scheduled to start in the next couple weeks with one OJT scheduled to begin next week.

3. Will you provide current staffing by job titles and salary ranges?

We currently have two service providers (community colleges) for our seven county service delivery area.

Position	#	Salary Range	Average
Program Director	2	\$54,000 to \$55,488	\$54,744
Adult/DW Case Managers	6	\$32,244 to \$51,756	\$39,804
Youth Career Coaches (FT)	4	\$37,236 to \$49,296	\$41,295
Youth Career Coaches (PT)	2	\$22,848	\$22,848
Business Services Representatives	2	\$42,624 to \$50,292	\$46,458
Admin. Asst	1	\$27,168	\$27,168

4. Do we need to budget for facilities costs at the One-Stop Job Center? If so, is there an estimate of operational costs and what expenses are included?

Currently contracted service providers pay for the lease in Ashe, Avery, and Yancey (\$38,000). DWS is currently the lease holder in Wilkes, while High Country is the lease holder in Watauga and pays the phone expenses for and Alleghany has two offices located within the library, currently at no cost. High Country plans to relocate the Wilkes Center in the near future and it is also expected that High Country will be the leaseholder for the new location. Please refer to the Career Center Analysis for additional details.

NC is currently in the process of developing a cost sharing process with mandated partners to be in place by January 2018.

5. Will furniture and equipment be available or should we budget for it?

At this time it is not necessary to budget for furniture or equipment.

6. We do not have an approved indirect cost rate as we do not receive funds directly from the federal government. Will we be allowed to use the de minimis indirect cost rate of 10% as indicated in the Uniform Grant Guidance?

To be discussed at negotiations.



7. What were the supportive services costs for the last complete program year?

**Supportive Services Costs**

Adults	\$6,037
Dislocated Workers	\$1,011
Youth	\$29,319
<b>Total</b>	<b>\$36,367</b>

8. Should ITA costs be included in the budget?

Yes

9. To confirm, should there be just one consolidated budget and not broken down by county?

Yes, please submit one consolidated budget at this time.

10. Is there a requirement for the county configurations?

No. However, organizations should consider the geographic layout of the region. The current two contracts are for Avery, Mitchell, and Yancey; and Alleghany, Ashe, Watauga, and Wilkes.

11. Does an organization have to bid on all programs?

Yes

12. Would a bid be considered that proposed a subcontract for services?

Yes

13. Can you provide an update on the Wilkes center location/move? What is the square footage? When do you anticipate the move? Who will be leaseholder?

Wilkes is currently considering a new center location to be located at Midtown Plaza, neighboring Vocational Rehabilitation. Current space needs and drawings are being reviewed. The space is approximately 6,883 square feet. It is anticipated that the move will occur by July 1, 2017 and that High Country will be the leaseholder.

14. Is there a deadline to submit RFP questions?

No. Any questions received will be updated to this document and posted on the website.

15. Did the current providers recognize any difficulties in providing services?

The current provider opting out of future contacts has expressed that due to restructuring within their organization and reduced funding, that they have chosen to no longer provide WIOA services.

16. Can you provide an update on where the region is with career pathways?

Currently, we are mid-way with the certification process in the healthcare career pathway with two remaining meetings prior to submitting the application for the March review. It is anticipated that we will work towards certification in Advanced Manufacturing next program year. Training funds have been received pending certification. North Carolina hopes to receive an extension on the grant currently scheduled to end June 2017.

17. What are the hours of the career centers?

Hours vary by center. Alleghany and Mitchell are currently open two days per week while the others are open full time. Please see Career Center Analysis for details. Staffing provided by the DWS partner also impacts center coverage and hours.

\*\*\*Updated February 28, 2016\*\*\*

18. How are technology support and equipment currently provided in all counties?

The Career Center Analysis answers some of the questions about payments for services such as phone, fax and internet services in each of the career centers. With regards to computers, printers and networking, technology and support are currently being provided on several levels. In Alleghany, Ashe, and Wilkes Counties, Wilkes Community College the current WIOA service provider has provided and/or purchased and maintained most of the computers and the networks in these centers. The WDB is currently paying for the phone services for the Wilkes and Alleghany Centers and looking to take on the phone services for the Ashe Center, as we are moving to a VOIP system in those counties. DWS also has computers in these centers, and they maintain the computers that are provided by their organization. With the change in service providers in Alleghany, Ashe and Wilkes, the WDB will need to make other arrangements for computers, networking and tech services in those counties. This will be determined by mid April. In Watauga, the network and the computers are provided by DWS. In Avery, Mitchell and Yancey Counties, DWS provides the networking and most of the computers along with the general maintenance. Mayland Community College's WIOA funded staff have laptops that are supported by the MCC's IT department. If your organization has the ability and interest to provide equipment, networking and tech expertise for the career centers, please include that information in your RFP response.

19. On page 38 of the RFP, item 10 indicates that we are to complete an RFP Projected Service Level Form. I have reviewed the RFP and the website for this form, but can not locate. We have the form from our submission in 2015. Should we use the same form or can you provide an updated form?

The Projected Service Level Form has been added to our RFP page.

