



**Mercer County WDB**  
**OSO/Career Services RFP Technical Assistance Meeting**  
**April 18, 2024**  
**Questions/Responses**

**Q: What is the substance of the agreement with MCBOSS for services?**

A: MCBOSS provides case management services at the One Stop and the WDB provides their portion of the rent and other expenses.

**Q: What entities are currently contracted with ITA's?**

A: Current ITA contracts include the following: ACI, Berkel, Bordentown/Smith & Solomon, IIT, Innovate, Kaizen Tech, LIIT, MCCC, Mercer MedTech, MTSS, PC Age, PCI, Brenshirer.

The Respondent agrees to commence work on the program as follows. If the award is approved by the County WDB prior to July 1, 2024, the contractor agrees to commence work on this program on July 1st. If the award is approved by the County after July 1st the contractor agrees to commence work immediately upon notification of contract approval.

**Q: How many staff are currently working on this project?**

A: MCOTES currently has 10 staff providing career services.

**Q: Will we (the Respondent) account for Microsoft/Internet services?**

A: The Respondent will be responsible for securing internet services as part of the contract. This cost will not be absorbed by the WDB.

**Q: Should the provider budget for Microsoft licenses?**

A: Yes.

**Q: Should the contractor budget for phone service?**

A: No - it is expected that the WDB will absorb that cost

**Q: Will/should ID/Background checks be included in the contract?**

A: Yes - the Respondent will be responsible for conducting and paying for ID/background checks

**Q: Will current staff transition to the contractor?**

A: Respondent will be required to interview and consider all current staff for potential hiring. Respondent is not required to hire any staff.

**Q: The stated budget amounts of \$1.15m - does this include support services or just operations?**

A: It includes support services. Additional support services may be paid by the WDB if Respondent utilizes all of its budgeted funds for this purpose.



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**Q: What is the currently monthly or annual average amount provided in support services?**

A: The amount spent on support services has been minimal. There are no support services expenditure for WFNJ TANF or GA as these are provided by MCBOSS. Youth Experience (a required expenditure) will be provided by the WDB. Traditionally there have not been funds expended for support services for WIOA Adult or DW and the only support service paid for Youth has been for transportation (usually less than 2,000). The WDB encourages the planning and provision for support services for WIOA Adult, DW, & Youth populations. Please refer to the WDB policy for support services for the array of services that can be provided.

**Q: Will the equipment from the county transfer to the provider for use?**

A: Yes - the equipment currently being used by the County will be available to the Respondent for their use, i.e. copiers, office equipment, filing cabinets, etc. throughout the contract period

**Q: If the contract is approved before July 1st, is there an opportunity to start staff a week early to allow for training?**

A: No funds can be paid to the Respondent prior to July 1, 2024. A transition plan can be discussed and implemented after contract approval.

**Q: Will the contractor be responsible for providing their own IT support or will the county support with IT helpdesk support?**

A: Respondent will be responsible for their agency's IT support with the exception of NJDOL-supported platforms i.e. AOSOS, WLL programs, etc.

**Q: For the required staff background checks, we utilize a third-party provider to conduct background checks, will that be acceptable?**

A: Yes

**Q: Will the contractor be responsible for matching clients to the ITA's, OJT's, Transitional Employment, and Incumbent Worker Training contracts held by the county?**

A: Yes - that is considered part of career services

**Q: Please share the current achievement rates of the WIOA PRIMARY INDICATORS OF PERFORMANCE.**

A: The Performance Measures for PY 22 are attached. Also attached are the measures for PY 18 which are the last measures available prior to COVID. or contact Chiara Tramo [ctramo@mercercounty.org](mailto:ctramo@mercercounty.org) for copies

**Q: Will current MOUs with mandated partners continue or need to be re-established?**

A: Current MOU's will remain in effect as the roles will not change - they will be revised to reflect the new One Stop Operator and/or Career Services Provider.



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**Q: How many customers were enrolled in the previous year for Adult, Dislocated Worker, and Youth respectively?**

A: Please see the attached WDB One Stop Services Report for PY 23 (to date) & for PY 2018 (last full program year prior to COVID) or contact Chiara Tramo [ctramo@mercercounty.org](mailto:ctramo@mercercounty.org) for copies.

**Q: How does the WDB anticipate the WDB business development staff and the contractor's staff to collaborate?**

A: It is expected that the Respondent's staff will work in coordination with the WDB Business Development staff and the NJDOL Business Services staff in creating employment opportunities and in planning and staffing Job Fairs and other employment opportunities that may become available, and matching jobseekers to available opportunities.

**Q: What is the average monthly caseload for WFNJ GA/SNAP?**

A: For the period 2/4/22 to 4/26/24 3,047 referrals were received from MCBOS with 900 in attendance. That is the only information we have available at this time.

**Q: There are 30+ questions within the 11-page limit, can this be extended to 15 to allow for more comprehensive responses?**

A: Yes - the WDB will allow for the increase of the page limit to 15 for the written narrative.

**Q: Should the budget include the costs of CASAS testing?**

A: No - the WDB will absorb the cost of CASAS tests.

**Q: Attachment A: Does the list of all contracts currently operated by the provider mean all contracts or only those whose funding would be used toward the operation of this contract?**

A: Only those contracts that would be considered leveraged funds that would support the provision of the services outlined in your proposal.

**Q: Attachment B - Is it one page for all job descriptions or one page maximum per job description?**

A: One page per job description or staff resumes.

**Q: Where can we find the WDB policies and procedures?**

A: All approved WDB Policies & Procedures can be found on the WDB website.

**Q: How many pages should the budget be?**

A: Budget should be no more than 2 pages.

**Q: What does the flowchart look like**

A: Attached is the current customer flowchart or contact Chiara Tramo [ctramo@mercercounty.org](mailto:ctramo@mercercounty.org) for copies.

**Clarification:** Send everything in **Word** format NOT PDF on the hard drive.