

**ADDENDUM #1--ODJFS Answers to Additional Vendor Questions**

4/30/13

**Inquiry #28502 has been received from:**

**Name: Edna Harper**

**Company: Harper Mack Group, LLC**

**Question:**

1.2 Background pg. 2: What vendor received the SMEs contract?

Answer:

The Subject Matter Expert (SME) for this project is the Ohio State University (OSU) Center for Special Needs Populations.

**Question:**

Is the vendor selected to work independently to develop, implement and evaluate corrective actions plans for the amelioration of low or unrepresentative samples?

Answer:

The vendor will work cooperatively with the SME to develop, implement and evaluate corrective action plans. The SME has extensive history in conducting evaluations and will offer the vendor their recommendations and expertise. However, the vendor is ultimately responsible for recruiting two thousand four hundred (2,400) individuals into the study.

**Question:**

1.3 Overview of the Project pg. 3: What is considered to be the "core" and "intensive" services in Ohio's physical and electronic One-Stop Centers to be assessed in this study?

Answer:

The core and intensive services include but are not limited to those described in the Workforce Investment Act of 1998, Final Regulations 20 CFR 663.150 and 663.200at <http://www.doleta.gov/regs/statutes/finalrule.htm>.

**Question:**

1.2 Background, pg 2: What are the names and locations of the 6 pilot sites?

Answer:

Currently, ODJFS has selected the following pilot sites:

- Belmont County Connections, St. Clairsville, Ohio
- The Employment Source, Canton, Ohio
- The Source Northwest Ohio, Toledo, Ohio
- WorkPlus of Clark County, Springfield, Ohio

ODJFS may choose additional pilot sites as needed.

**Question:**

1.3 Overview of Project: pg 3. Will the SMEs design the methodology and protocols in which data between approaches will be collected and analyzed to determine costs, etc? If not will the vendor design it?

Answer:

The SME will design the methodology and protocols in which data between approaches will be collected and analyzed. The vendor will be responsible for implementing the methodology and protocols to collect the data and assist with the analysis.

**Question:**

Will the SMEs design the methodology and protocols to assess the differences between the control and treatment groups: reactions and recommendations etc.?

Answer:

The SMEs will design the methodology and protocols to assess the difference between the control and treatment group reactions and recommendations, etc. The vendor will be responsible for implementing the methodology and protocols to gather data to assess the difference between the control and treatment groups and assist with the analysis.

**Question:**

Will other assessments likely to be required as the study progresses?

Answer:

At this time, we do not anticipate additional assessments pending final United States Department of Labor (USDOL) approval of the evaluation plan.

**Question:**

When the scope of work increases is ODJFS prepared to re-negotiate with the vendor?

Answer:

At this time, ODJFS does not anticipate an increase in the scope of work pending final USDOL approval of the evaluation plan.

**Question:**

A. Deliverable 1: Recruitment pg. 13 Is the staff to be trained, the vendor's staff? Are there others?

Answer:

At a minimum, the SME will train the vendor's staff as well as assist with training the staff in the pilot locations.

**Question:**

Give examples of technical assistance needs that the vendor is to submit to ODJFS and the SME?

Answer:

**The vendor may ask for technical assistance including but not limited to recruiting individuals into the study, gathering data, ensuring participation in the measurement periods, maintaining fidelity, etc.**

**Question:**

What are the key milestones for participants to receive incentives?

Answer:

In the RFP on page 11 of 30, the key milestones for participants to receive incentives are at enrollment in the study, three months, six months, and twelve months after the date of entry into the evaluation study pending final USDOL approval of the evaluation plan.

**Question:**

Clarify "administer" will vendor determine which participants will receive incentives and/or distribute incentives to participants?

Answer:

In the RFP on page 11 of 30, paragraph five:

The selected vendor will transmit data as directed by ODJFS and/or its designee on when each study participant completes enrollment in the study, three months, six months, and twelve months after the date of entry into the evaluation study. This data will be used by ODJFS and/or its designee to provide incentive payments to the study participants. This data will be transmitted in a format and schedule as determined and directed by ODJFS.

**Question:**

In the recruitment process, is it expected that each of the pilot sites need to have the same number of participants? Do demographics matter in this study? Per site?

Answer:

Based upon final USDOL approval of the evaluation plan, the vendor will recruit two thousand four hundred (2,400) participants from the pilot locations. A recruitment target for each pilot site is not required. Demographics will factor into the SME analysis but will probably not affect the MBE activities.

**Question:**

Will the vendor have access to participant contact information (names, address, etc) for the online and physical one stop location customers who could participate in the study?

Answer:

For the email recruitment, the vendor will receive contact information for individuals who have registered in the state systems after the vendor has signed the required data security agreements. For the face to face recruitment at the pilot locations, the vendor will be responsible for getting the participant contact information.

**Question:**

B. Deliverable 2: Intervention pg. 14

1. Will the SMEs will develop the “Rules of Participation” and “Informed Consent” documents?

Answer:

Yes, the SME develops “Rules of Participation” and the “Informed Consent” documents. The vendor will be responsible for ensuring that the study participants receive, review, **understand** and sign these documents.

**Question:**

Will participants receive a pre-paid card for participating at each phase of the study? How much is the pre-paid card? Is it a pre-paid gift or monetary card?

Answer:

ODJFS and/or its designee will pay the incentive payments to the study participants. The exact method and amounts (i.e. debit card, pre-paid card, etc.) is still under development.

**Question:**

5 & 6. Will the SMEs train staff to ensure fidelity?

Answer:

At a minimum, the SMEs will train the vendor and pilot location staff to ensure fidelity.

**Question:**

C. Deliverable 3. Measurement pg 14

What is the “local client-tracking information system”?

Answer:

In some cases, local One-Stops use software to track the activities of the individuals who come to the One-Stop center. These local systems often collect basic information for these individuals. At least monthly, the local areas are required to upload local client data for One-Stop customers if the services, staff, facility, or activity was funded in whole or in part by WIA and/or Wagner-Peyser funds.

**Question:**

How does it differ from the state client-tracking information system”?

Answer:

The State’s systems are used in part to report aggregate participant information, services and outcomes to the USDOL. At least monthly, the local areas are required to upload local client data for One-Stop customers if the services, staff, facility, or activity was funded in whole or in part by WIA and/or Wagner-Peyser funds.

**Question:**

What criteria are used to determine participants’ eligibility for the study?

Answer:

Pending final USDOL approval of the evaluation plan, potential participants must meet several conditions in order to participate in the evaluation study including but not limited to:

1. Potential participants must be at least 18 years of age
  2. Potential participants must not be veterans<sup>1</sup>
  3. Potential participants must agree to the conditions of participation
  4. Potential participants must sign (electronically or in-person) the “Rules of Participant” and “Informed Consent”
  5. Potential participants must not have been provided a Workforce Investment Act (WIA) service in the 30 days prior to enrollment in the evaluation study
  6. Potential participants must live in one of the pilot sites where the study will be conducted
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**Question:**

Is there a compiled report that is generated from the local, state and federal client tracking information systems?

Answer:

There are a number of compiled and customized reports that are generated from the state systems. Once the selected vendor has signed the required data security agreement, ODJFS will work with the MBE to gain access to any necessary compiled or customized reports.

**Question:**

Will the SMEs determine the specific (OWCM system) data the vendor will use to track participant activities?

Answer:

Yes, ODJFS and the SME will determine the data the vendor will use to track participant activities, subject to final USDOL approval of the evaluation plan.

**Question:**

What data will be tracked?

Answer:

The data to be tracked is still a subject of negotiation with the USDOL pending final approval of the evaluation plan. Generally, this data includes demographic information, services, and outcome data which are typically captured by the state systems.

**Question:**

How often?

Answer:

The state systems are updated at least daily.

**Question:**

Will SMEs design the statistical methods and protocols for this tracking?

Answer:

The SMEs will design the statistical methods and protocols for gathering data from the study participants. The vendor will be responsible for implementing the statistical methods and protocols for gathering the data from the participants.

**Question:**

Since this is a multi-year study, are participants expected to continue in the study beyond the point a finding a "satisfactory, well paying" job?

Answer:

The participants are expected to continue and will **receive incentives** for at least 1 year after entry into the study regardless of their employment status.

**Question:**

Are there time limits on how long a participant can be served by OMJs, when they are not successful at finding employment?

Answer:

There are no time limits on how long individuals can be served by OhioMeansJobs (OMJ) nor is their participation limited by their employment status.

**Question:**

If yes to either, do these participants need to be replaced by new participants?

Answer:

There are no time limits on how long individuals can be served by OhioMeansJobs (OMJ) nor is their participation limited by their employment status.

**Question:**

Specifically what instruments will the SMEs develop for the vendor to assess the participants? What is the N size for each instrument?

Answer:

To date, the SME has developed the following instruments to assess participants at enrollment in the study, three months, six months, and twelve months after the date of entry into the evaluation study:

- Evaluation Registration/Informed Consent (estimated n size 2,800)
- Three months follow-up survey (estimated n size 1,920)
- Six month follow-up survey (estimated n size 1,536)
- Twelve month follow-up survey (estimated n size 1,228)

Pending final USDOL approval of the evaluation plan, additional instruments may need to be developed and implemented.

**Question:**

Will the SMEs design the interviews and focus groups questions? What is the N size for the interviews and focus groups? How often will the interviews and focus groups take place?

Answer:

The SMEs will design the interview and focus group questions based upon the final USDOL approval of the evaluation plan. The frequency and n size for the interviews and focus groups has not been determined.

**Question:**

Will the SMEs design the logic model(s)?

Answer:

Yes, the SME will design the logic model.

**Question:**

Is a response rate of 50% expected for each instrument? If not, which are expected to have 50% return?

Answer:

The response rate means at least fifty percent (50%) of the two thousand four hundred (2,400) evaluation participants will complete their registration at enrollment in the study, three months, six months, and twelve months after the date of entry into the evaluation study.

**Question:**

Give examples of the types of “array of effects across pilot sites” expected by ODJFS.

Answer:

The array of effects across pilot sites may include variances on the outcomes including but not limited to the number of customers using online services, the number of customers using staff-supported services, type and rate of online services used, number of online customers enrolled into workforce programs, and the rate of enrolled online customers placed into employment.

**Question:**

D. Deliverable 4: Data Analysis pg 13 4. Are the questions on the instruments developed by the SME specifically designed to evaluate the effectiveness, quality and process of administrative guidance, regulations, technical assistance and policy?

Answer:

To date, the questions on the instruments have been developed by the SME and are subject to final USDOL approval. The evaluation questions include but may not be limited to:

- a) Do customers who use the e-OMJ system (treatment condition) make faster progress in their job search than participants in the control condition (One Stops)?
- b) Is the need for staff assistance less for customers who use the e-OMJ system (treatment condition) than for customers in the control condition (One Stops)?
- c) Are customers who use the e-OMJ system (treatment condition) more satisfied than customers in the control condition (One Stops)?
- d) Do customers who use the e-OMJ system (treatment condition) make more progress in programs than customers in the control condition (One Stops)?
- e) Are customers who use the e-OMJ system (treatment condition) more likely to be placed into jobs than customers in the control condition (One Stops)?
- f) Are customers who use the e-OMJ system (treatment condition) more likely to remain in their jobs than customers in the control condition (One Stops)?
- g) Do customers who use the e-OMJ system (treatment condition) feel more empowered (self-efficacious) than customers in the control condition (One Stops)?

- h) What service is viewed as most helpful for customers who use the e-OMJ system (treatment condition) and customers who access services through One Stops (control condition)?
- i) To what extent does computer literacy impact use of the e-OMJ system (treatment condition) and One Stop services (control condition)?

**Question:**

To what extent will the surveys and questionnaires have validity checks?

Answer:

There are several threats to validity that will be addressed in the proposed study. These threats include quality of instrumentation, compliance of participants, sample size/power to detect effects, staff compliance, contamination across conditions, equivalency of the treatment and control groups and attrition. The SME will develop and the MBE will implement experimental procedures and/or other means to ensure validity of the evaluation instruments.

**Inquiry #28522 has been received from:**

**Name: Katherine Cole**

**Company: Hamilton Park Consulting, LLC**

**Question:**

Section 1.2 Background Page 3

Q. The enhanced OMJ services are projected to be piloted in 6 locations. Have the 6 locations been selected?

Answer:

Currently, ODJFS has selected the following pilot sites:

- Belmont County Connections, St. Clairsville, Ohio
- The Employment Source, Canton, Ohio
- The Source Northwest Ohio, Toledo, Ohio
- WorkPlus of Clark County, Springfield, Ohio

ODJFS may choose additional pilot sites as needed.

**Question:**

Section IV - 4.1 Proposed work plan for scope of work - Recruitment phase

Will the successful vendor be responsible for processing and distributing the pre paid incentive cards?

Answer:

No. In the RFP on page 11 of 30, paragraph five:

The selected vendor will transmit data as directed by ODJFS and/or its designee on when each study participant completes enrollment in the study, three months, six months, and twelve months after the date of entry into the evaluation study. This data will be used by ODJFS and/or its designee to provide incentive payments to the study participants. This data will be transmitted in a format and schedule as determined and directed by ODJFS.

**Question:**

Who is responsible for eligibility certification and formal enrollment?

Answer:

The vendor is responsible for ensuring that evaluation participants meet the eligibility criteria and are registered for the evaluation study.

**Question:**

Measurement Phase - Page 11

Is this the same incentive referenced in section 4.1A - prepaid cards?

Answer:

Yes. These are the same incentives mentioned earlier in the RFP including on page 11 of 30, paragraph five:

The selected vendor will transmit data as directed by ODJFS and/or its designee on when each study participant completes enrollment in the study, three months, six months, and twelve months after the date of entry into the evaluation study. This data will be used by ODJFS and/or its designee to provide incentive payments to the study participants. This data will be transmitted in a format and schedule as determined and directed by ODJFS.

**Question:**

Section 4.3. Page 13 Administrative Structure Item D.

Is there a specific list of ODJFS goals and objective other than those stated in RFP?

Answer:

Subject to final USDOL approval, the outcomes from the current logic model include:

- Number of customers using online workforce services
- Number of online customers using staff-supported services
- Type and rate of online services used
- Number of online customers enrolled into workforce programs
- Rate of enrolled online customers placed into employment

The impacts from the current logic model include:

- Streamlined access to services via a consistent menu and standardized protocols
- Improved leveraging of public workforce resources
- Better utilization of public workforce services by customers

**Question:**

Page 13 - Section 4.4 Specifications of Deliverables

"Administer "incentive" payments to meet key milestones for data collection. Is this the same incentive referenced earlier. If so, will vendor be required to develop budget for these incentives, maintain and distribute funds or simply distribute funds when clients meet key milestones?"

Answer:

Yes. These are the same incentives mentioned earlier in the RFP including on page 11 of 30, paragraph five:

The selected vendor will transmit data as directed by ODJFS and/or its designee on when each study participant completes enrollment in the study, three months, six months, and twelve months after the date of entry into the evaluation study. This data will be used by ODJFS and/or its designee to provide incentive payments to the study participants. This data will be transmitted in a format and schedule as determined and directed by ODJFS.