

## **RFP 23-74560 CLARIFICATIONS**

### **INSTRUCTIONS**

Please supply the requested information in the blue-shaded areas and indicate any attachments that have been included. Where appropriate, supporting documentation may be referenced by specific page and/or paragraph number(s).

**If any of this response contains confidential information, as defined by IC 5-14-3, provide a separate redacted (for public release) version of this document. Specify which statutory exception of APRA applies and provide a description explaining the manner in which the statutory exception to the APRA applies.**

**RESPONDENT NAME: EQUUS**

The State requests response(s) to the below question(s) by May 30, 1:00 PM ET.

<b>NO.</b>	<b>ATTACHMENT</b>	<b>CLARIFICATION QUESTION</b>	<b>RESPONDENT RESPONSE</b>
1	Oral Presentation	Do Business Service Consultants work across DFR regions?	<p>Yes, our Business Solutions Consultants will work across DFR Regions to develop and maintain employer partnerships to support job placement, work experience opportunities, and on-the-job training opportunities. The Business Solutions team will be supported by a Business Solutions Manager who will work with leadership to develop a strategic business solutions plan to assess labor market information and align employer partnerships with clients interests and skills.</p> <p>Our national Registered Apprenticeship Industry Intermediary team will provide training on Registered Apprenticeship Programs (e.g., benefits to clients/career seekers, components of a RAP) and will work directly with our Business Solutions and Case Management team to provide information about RAP opportunities with various established employer partners. In addition, our Business Solutions team will be supported by our national Business Solutions Manager who provides certification training as outlined in our proposal.</p>

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2	Oral Presentation	In your presentation, you proposed to have six (6) Regional Managers across ten (10) DFR Regions. How will you ensure that the other four (4) DFR Regions will be fully supported without dedicated Regional Managers, especially in regions with a large number of counties? Please detail how you outlined the Regional Manager structure you provided during your presentation.	<p>Our staffing model is based on current and recent caseload data throughout the state. All regions will have management coverage.</p> <p>The Regional Managers will be responsible for overseeing client services as each of the regions as outlined below:</p> <p>Regional Manager – Region 1 Regional Manager – Regions 2 &amp; 3 Regional Manager – Regions 4 &amp; 10 Regional Manager – Regions 5 &amp; 6 Regional Manager – Regions 7 &amp; 8 Regional Manager – Region 9</p> <p>Regional Managers will be supported by the Project Manager, Project Director, and leadership team.</p>
3	Oral Presentation	How is transitioning staff through a temporary service conducive to retaining talent? Will the transitioning staff have access to a benefit package including health coverage, PTO, etc.?	<p>During our proposal development, we had discussions with potential subcontractors and designed our response with our proposed partners considering the following factors:</p> <ul style="list-style-type: none"><li>• History of providing recruiting and staffing solutions for FSSA/State/IMPACT projects</li><li>• Demonstrated successful recruiting and retention outcomes</li><li>• Understanding of our proposed staffing model and the skills/qualifications we are seeking to be successful</li><li>• Commitment to recruit the best talent in a timely manner taking our culture and expectations for client (customer) experience into consideration throughout the interview process (e.g., growth mindset, customer-centered, aligned with our Legacy standards)</li></ul> <p>We elected to partner with RADcube to maintain the continuity of services for Case Managers and Clients</p>

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			<p>during the initial start-up period and are excited to partner with Diversified Services Network, Inc. to help fill Case Manager vacancies under a Direct Hire model.</p> <p>We discussed the benefit packages offered by each of the proposed partners and conducted a comparison to the Equus benefit package to ensure team members would be excited about moving to Equus payroll. Equus offers day one benefits and will honor the IMPACT seniority date for service for PTO accrual.</p>
4	Oral Presentation	Does the State have access to review your proposed third party applications or create ad hoc reports from them?	<p>If the State approves the use of our third-party tools (Career Pathways Explorer, Essential Education, LinkedIn Learning, and MobileUp), we will provide a demo of each of the products, a detailed plan on how each of the projects will be offered in our program design, and a copy of any requested training/quick reference guides that are shared with staff and clients.</p> <p>Yes, we can provide the State with access to review the third-party tools and run the same reports that our Quality Assurance Manager and leadership will use to track engagement and participation in allowable IMPACT activities.</p>
5	Oral Presentation	What would be your ongoing role on this project beyond the transition for Michelle Day as the National Workforce Solutions Director for Equus?	<p>As a key Subject Matter Expert for TANF, SNAP, and apprenticeship programs, as well as our most experienced team member in these services for the State, Michelle Day will lead the start-up and transition and provide ongoing leadership and support throughout the term of the contract.</p>

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6	Oral Presentation	How long are your apprenticeship programs and in what fields are these in?	<p>As a national Industry Intermediary, we work with employers to develop and expand RAPs at the local and national level. We have developed seventeen (17) programs with and for our employer partners (listed below). Our programs are competency-based and include a minimum of 2,000 hours of on-the-job learning, 144 hours of related instruction, mentoring, and pay progression. We also provide technical assistance and incentive dollars to support employer partners in various industries (e.g., Construction Roofing, 4-year program, starting wage of \$21-30 per hour with pay progression and an opportunity to complete a bachelor's degree at no cost after program completion.</p> <p>Approved programs:</p> <ul style="list-style-type: none"><li>• Certified Nursing Assistant</li><li>• Certified Rehabilitation Counselor</li><li>• Dental Assistant</li><li>• Direct Support Professional Lead</li><li>• Licensed Practical Nurse</li><li>• Medical Assistant</li><li>• Personal Care Aide (Caregiver)</li><li>• Pharmacy Technician</li><li>• Registered Nurse Resident</li><li>• Registered Nurse Preceptor</li><li>• Cook</li><li>• Call Center Representative</li><li>• Cybersecurity Support Technician</li><li>• Environmental Services Technician</li><li>• K-12 Teacher</li><li>• Web and Interface Digital Designer</li><li>• Workforce Development Professional</li></ul>

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7	Oral Presentation	How do you track your outcomes and goals in the self-sufficiency plan (SSP) you develop with the Clients?	<p>The individualized SSP is developed in collaboration with the client and includes detailed activities, supportive services, and applicable referrals. Case Managers are responsible for tracking the outcomes and monitoring progress for goals as agreed upon in the SSP. Case Managers will enter the required data into the State system of record.</p> <p>Case Managers will track the completion of Orientation, intake assessment, the initial appointment and SSP.</p> <p>Facilitators will track the attendance and completion of Career Accelerate job readiness courses.</p> <p>Performance Analysts will pull the reports to track the progress of course completions in LinkedIn and Essential Education.</p> <p>Business Solutions will support Case Managers in tracking employment, work experience, and on-the-job training outcomes.</p>