Integrated Services Database Software RFP Questions and Answers

1. Is the total contract amount for the initial contract period (July 1, 2018 – June 30, 2020) $2,400,000 (1,200,000 year)?

   The initial contract will be awarded for a 2-year period (July 1, 2018 through June 30, 2020) for a total amount up to $2,400,000 (up to $1,200,000 per program year). The total amount of the initial contract will not exceed the $2,400,000. This amount will be dependent upon WIOA funding from the USDOL and may be subject to change. Please note that the amounts listed above are “maximum” amounts and are subject to negotiations. Proposals from respondents of this RFP and/or any contract resulting from this RFP may be less than the “maximum” amounts noted above.

2. Are hardware costs to be included in the price proposal?

   Yes, hardware costs are to be included in the proposal amount. Hardware should be itemized as to what is needed. It may be subject to negotiations.

3. What systems will the Integrated Services Database software replace?

   The requested Integrated Services Database software will replace the Alabama JobLink system for Wagner-Peyser, Trade Act (TAA and R/TAA), Worker Profiling and Reemployment Services (RESEA), Jobs for Veterans State Grants (JVSG), Food Assistance Employment and Training Program, Temporary Assistance to Needy Families (TANF) JOBS program, Case Management for WIOA, Unemployment Compensation work test, Self Service jobseeker and employer services, the AlaWorks system for Adults, Dislocated Workers, Youth, and WIOA Reporting. It will also replace the Integrated Electronic Linkage System (IELS).

4. What remaining systems will the Integrated Services Database software need to interface?
   a. What is the frequency and expected size of each interface

   Currently the Workforce Development Division (WDD) receives data files from the Alabama JobLink System on a nightly basis that is downloaded into the AlaWorks system. WDD receives data files from partner agencies, the Alabama Department of Rehabilitation Services, the Adult Education Division of the Community College System, the Department of Human Resources, SNAP and TANF programs, and those data files are downloaded into the IELS System on a routine schedule. The only direct interface with AlaWorks is the IELS system. However, the Alabama Joblink System has the Unemployment Insurance, New Hire and the TAA system interface and with the Alabama Department of Human Resources for the Food Assistance Employment and Training Program and for the Temporary Assistance to Needy Families (TANF) JOBS program. Alabama Joblink interfaces are daily.

5. Is the state requesting a vendor hosted or State hosted environment?
The Department of Commerce, Workforce Development Division and our partners are requesting a vendor hosted system. However, a State hosted system is an allowable option and should be spelled out in the proposal. This will be subject to negotiations.

6. Is labor exchange functionality (create job orders, create resumes, job matching) to be included in the Integrated Services Database software?

Yes, the labor exchange functionality is to be included in the Integrated Services Database software. The labor exchange is a vital part of the services that are provided by the Alabama Career Center System and should be accessible online 365/24/7 by self-service jobseekers and employers, as well as in the physical Career Center location.

7. Please provide an estimated number of users for the following categories
   a. Staff

   Approximately 150 staff in Workforce Development Division and the Alabama Career Center System use AlaWorks system. Approximately 50 staff in Workforce Development Division, the Department of Human Resources, the Department of Rehabilitation Services, and the Alabama Career Center System use the IELS system. Alabama JobLink has 923 active Case Manager accounts.

   a. Jobseekers
   Zero for AlaWorks and IELS; Alabama JobLink has 1,107,960 jobseeker accounts.

   b. Employers
   Zero for AlaWorks and IELS; Alabama JobLink has 92,637 employer accounts.

8. Please provide current database records counts for conversion estimation
   a. Unique jobseekers: JobLink 1,107,960; Alaworks 76,656; IELS 319,797
   b. Jobseeker’s activities records JobLink -
   i. 1,135,422 resume records
   ii. 1,625,472 job referrals
   iii. 455,193 job placements
   iv. 614,780 client notes
   v. 1,020,153 program notes
   vi. 7,353,645 services
   vii. 8,022,318 wage records
   viii. 14,601 scanned documents records, 8,919,896 kb, 608 GB data in use
   ix. 43,077 test scores
   x. 92.2 GB archived data
   xi. 283 GB reporting data
   xii. 185 GB production DB
   c. Job Orders JobLink 1,588,608; Alaworks nor IELS have these
   d. Employers JobLink 92,637; Alaworks nor IELS have these
9. The RFP file provided appears to contain the RFP twice. Please confirm that the RFP ends on page 17 and that there is no additional or different information in pages 18 through 31.

The RFP that is currently available on the STAARS system has a duplicate copy of the RFP included. The original and correct version of the RFP is page 1 – 17. Pages 18 – 31 are duplicates. Please disregard Pages 18 - 31. There is no additional or revised information included on those pages. A copy of the RFP is also listed on the www.madeinalabama.com website.

10. Do the Alabama Department of Commerce and its partners prefer or require a vendor hosted or remote-hosted solution?

The Department of Commerce, Workforce Development Division and our partners are requesting a vendor hosted system. However, a State hosted system is an allowable option and should be spelled out in the proposal. This will be subject to negotiations.

11. Are the workforce partners listed in the RFP open to using a single, fully-integrated system if that system meets the RFP requirements?

The Alabama Department of Commerce, Workforce Development Division and the Alabama Department of Labor which are responsible for WIOA Title I and III services are primary recipients of the single, integrated system. The Alabama Community College System, Adult Education Division, WIOA Title II, and the Alabama Department of Rehabilitation Services, WIOA Title IV, currently have their own proprietary data systems and are not included in this integrated system RFP. However, partners will be provided any information should the integrated system have their program requirements included. This should be spelled out as an option but, the proposals should specifically address the services and requirements for Adults, Dislocated Workers, Youth, Labor Exchange, and TAA programs.

12. Would the combination of an existing system and a portal solution be considered?

Yes, this option would be considered. The current AlaWorks and IELS systems are not internet based and are an ORACLE platform. The Alabama Department of Commerce, Workforce Development Division currently has a contract to perform the maintenance on these two systems. The Alabama Joblink System is an internet based system. The Alabama Department of Labor currently has a contract with AJLA for the Joblink System. This option would need to specifically address how it would complement, change or replace the current data systems.

13. Which partners’ existing systems does this RFP seek to replace?

The requested Integrated Services Database software will replace the Alabama Joblink system for Labor Exchange at the Alabama Department of Labor, the AlaWorks system for Adults, Dislocated Workers, Youth, and WIOA Reporting. It will also replace the Integrated Electronic Linkage System (IELS). The AlaWorks and the IELS systems are not internet based. These systems are at the Alabama Department of Commerce, Workforce Development Division.
14. On page 6, section A. it states, “All of the above services and others should be included in the software package chosen by the Alabama Workforce Development System.” Please specify which “other” services should be included. Does this include Vocational Rehabilitation services?

Other services may include state funded programs such as the Alabama Apprenticeship Program or discretionary grants or other workforce grants or programs. This may also include services or programs initiated as a result of cooperative agreements between Human Resources, Senior Services, or others. This does not include the Vocational Rehabilitation Services as they are under the Alabama Department of Rehabilitation Services and have their own proprietary data system.

15. July 1, 2018 is referred to both as the Contract Effective Date and the Program Implementation date. Please clarify whether July 1, 2018 is the date the project should commence, or the date the selected solution should “go live.”

July 1, 2018 is the beginning of the WIOA Program Year which means that funding for this RFP will be available on this date and since the funding will be available, the contract will be awarded for the effective date, July 1, 2018. WDD does not expect that the selected software solution will “go live” until later in Program Year 2018. The Program Years run from July 1 through June 30.

16. Please specify the desired “go live” date for the selected solution.

WDD is unable to determine a specific “go live” date at this time. It will depend on a number of variables to include negotiations, records conversion, testing. It is expected that the system will “go live” no later than March 31, 2019.

17. Section VI.C. Proposal Content and Organization, page 15, indicates that proposals must include a response to mandatory and desired technical specifications. Please clarify where in the RFP the mandatory and desired technical specifications are listed. Are they on page 8 and 9, sections F.1 (“The expected outcomes include…”) and F.2 Additional Elements of Integrated Technology Solutions?

The technical specifications that are required would be the USDOL Reporting requirements for the Adult, Dislocated Workers, Youth, Dislocated Worker Grants, Labor Exchange, and Trade Adjustment Act. These specifications are listed in the PIRL, TEGLs and other Reporting documents issued by the USDOL.

18. Where is Attachment A – Transmittal Document available for download and completion?

The wording “Attachment A” should have been deleted. The Transmittal document is a letter that provides information in VI. E. a. i–iv. that identifies the submitting organization, person authorized by the organization to negotiate and contract for the organization.

19. Where is the Cost Response Form available for download and completion?

There is not a Cost Response Form. The wording should have been changed to Cost Proposal to read the same as it is in other places in the RFP.
20. Depending on the length of the proposal, can it be bound in a three-ring binder instead of stapled or clipped in the upper left corner?

Yes, a three-ring binder is acceptable.

21. Is item (k) Other Supporting Material Including Technical System Documentation in Section 6.E (p. 16) required to be included in the proposal? If so, please specify what type of other supporting material and/or technical system documentation is desired/required.

It will not count against the proposal if left unanswered. If there are materials that support the proposal that would not fit into the other items, it may be included here.

22. In Section V.A Cost Proposal, please clarify what is meant by (12) Updates to supplemental files, perhaps by providing an example.

Updates to supplemental files would be providing data files to partner agencies, Adult Education, Department of Rehabilitation Services, Department of Human Resources, Job Corps, etc. on a regular basis in order to share participant data.

23. Sections G.2 Proposal Content (p. 10) and VI.E Proposal Organization (p. 15) do not match. For example, the order of the Executive Summary and Table of Contents are reversed. Please clarify the section titles desired in the proposal and the order in which they should appear.

Page 10 is incorrect. Page 15 is correct. The order should be Table of Contents then the Executive summary.

24. Should the response to Technical Requirements/Specifications be its own section or included in G.2.e. Narrative to include budget?

It can be its own section or it may be included in the narrative section. Author’s discretion may be used to determine the best fit for the proposal.

25. Please clarify whether “budget” in G.2.e Narrative to include budget and G.2.e Completed Cost Response Form are the same or different. If the budget is not the same as the cost response, please clarify what budget information is desired in the narrative.

The wording should be changed to Cost Proposal to read the same as it is in other places in the RFP. There is not a separate Cost Response Form.


This section should demonstrate the organization’s ability to provide a proven and tested software solution for an integrated participant data and case management and reporting system. Past performance should indicate the software product/solution works effectively and efficiently. Include examples of past successes and names of agencies, companies, etc.
27. Please specify the content requirements for G.2.f. Qualifications and References. How many references are required?

References are not required, although they are recommended. If references are not available, indicate that in this section.

28. Please clarify G.2.i Copy of completed E-Verify to include signature page. Where is this located?

This is the link to register with E-Verify: https://www.uscis.gov/e-verify. Once a company is registered, the document is electronically signed; and a copy of The E-Verify Memorandum of Understanding for Employers can be printed, which may be a total of 17 pages, +/-.

29. In what section of the proposal should the “Detailed description of Vendor’s firm” (VI.C.b, p. 15) be included? The Executive Summary, the Narrative to include budget, or somewhere else?

It should be included in the Executive Summary section.

30. The Alabama Dept. of Commerce/Workforce Development Commission comprises 7 different regions with various roles and responsibilities. Do you envision training conducted in one location in each of the seven regions, one central location (such as Montgomery), or separate WIOA training events at each of the offices responsible for managing the program? This will help estimate the training duration and timeline.

It is expected that training would be provided at the Workforce Development Division’s office in Montgomery. Any training that may be done in the Career Centers or Local Areas will be done by WDD and partner staff.

31. Do you propose that the winning offeror provide defined “Train the Trainer” Training for a specific number of Alabama WIOA staff, who will then train their staff on the new system, or training that encompasses all WIOA staff in the state?

The winning contract recipient will be expected to provide “Train the Trainer” training for WDD and partner staff. It will be the responsibility of the WDD staff to train the Local Area and Career Center staff.

32. In direct correlation to the above question, what is the total number of staff users to be trained? This would be the normal agency user who would use the system to work with any part of the WIOA program participant process, such as setting up a user account, entering data, documenting services provided, etc.

The total number of staff to be trained would be approximately 35 WDD and partner staff. Of these, approximately 12 WDD and partner staff would be the trainers for the Career Center and Local area staff.
33. Pages 18-31 appear to be duplicates of pages 4-17. Please clarify if there is additional information that was intended to be included on pages 18-31.

The RFP that is currently available on the STAARS system has a duplicate copy of the RFP included. The original and correct version of the RFP is page 1 – 17. Pages 18 – 31 are duplicates. Please disregard Pages 18 - 31. There is no additional or revised information included on those pages. A copy of the RFP is also listed on the [www.madeinalabama.com](http://www.madeinalabama.com) website.

34. Page 10, item 2. Proposal Content – item “a” references Transmittal Document (Attachment A), but there is no Attachment A included in the RFP.

The wording “Attachment A” should be deleted. The Transmittal document is a letter that provides information in VI. E. a. i–iv. that identifies the submitting organization, person authorized by the organization to negotiate and contract for the organization.

35. Page 14, V. Cost Proposal. Item (2) Data Conversion – please provide details on the data to be converted, including data sources, amount of data.

Please refer to question 8.

36. Page 8, Section F – Can you provide more details on “replacing existing systems” and “connectivity among other existing State IT systems and databases”?

The requested Integrated Services Database software will replace the Alabama Joblink system for Labor Exchange at the Alabama Department of Labor, the AlaWorks system for Adults, Dislocated Workers, Youth, and WIOA Reporting. It will also replace the Integrated Electronic Linkage System (IELS). The AlaWorks and the IELS systems are not internet based. These systems are at the Alabama Department of Commerce, Workforce Development Division.

37. Page 13, Section D.5 indicates that “The vendor should be able to provide a plan for disaster recovery and restoration including but not limited to data recovery and system restoration.” Should this plan be provided as part of this proposal or is the intention to provide it after the contract is executed?

The proposal should indicate that the organization has the ability to develop and provide a plan for disaster recovery and restoration. A plan specific to WDD and partner agencies would be developed after the contract is executed as one of the deliverables.

38. The proposal references a “Completed Cost Response Form,” but there is no form included in the RFP.

There is not a Cost Response Form. The wording should have been changed to Cost Proposal to read the same as it is in other places in the RFP.
39. The page 10 list of the proposal content differs from page 15 E Proposal Organization (for example, the Table of Contents and Executive Summary are reversed). How should the proposal be organized?

Page 10 is incorrect. Page 15 is correct. The order should be Table of Contents then the Executive summary.

40. Page 6 (and in the first paragraph on page 11) states that the contract is two years with option to renew for another 5 years, but then on page 16, under contract term, the RFP states contract is for five years. What is the duration of the contract?

The awarded contract will begin July 1, 2018 and end June 30, 2020 for a period of 2 years. WDD may extend the maintenance contract annually up to an additional five (5) years provided the entity is performing well and subject to available funding. The total period covered by this RFP would be potentially seven (7) years.