Request for Response – QUESTIONS & ANSWERS
NJ Department of Labor & Workforce Development
Digital Outreach
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1. **QUESTION: In terms of scope, are you considering enhancements to your existing solutions or are you considering their replacement with a comprehensive solution that addresses the points raised in the RFI?**

   ANSWER: Scope has not been determined. The goal of this RFI is to identify all available options to develop a strategy for moving forward.

2. **QUESTION: Are you interested in technical solutions that augment items mentioned in the RFI – for example, tools that enhance the job seeker's understanding of their fit to actual, current job postings and identifies ways to improve their profile (changes in skills, certifications, salary expectations, travel distance, etc.) that would increase their chance of successful re-employment?**

   ANSWER: Yes, this is the kind information that we would like to explore available options for.

3. **QUESTION: Should the DOL decide to move forward what is the timeframe to issue an RFP?**

   ANSWER: A timeframe has not been established. The goal of this RFI is to identify all available options to develop a strategy for moving forward. Based upon the information we receive there may be various "procurement vehicles" that LWD will use, including but not limited to an RFP.

4. **QUESTION: Has a budget been established for this initiative in 2014? Size?**

   ANSWER: A budget has not been established. The goal of this RFI is to identify all available options to develop a strategy for moving forward.

5. **QUESTION: What would be a target timeframe for implementation of a new platform/service should the DOL move forward?**

   ANSWER: A timeframe has not been established. The goal of this RFI is to identify all available options to develop a strategy for moving forward.

6. **QUESTION: Does the State prefer a Cloud (Saas) Solution?**

   ANSWER: The state has no preference

7. **QUESTION: How many users within the Department of Labor will access the system?**

   ANSWER: Unknown

8. **QUESTION: How many Job Seekers does the State currently service?**

   ANSWER: over 300,000

9. **QUESTION: What are the current systems in place for Job Postings and Training?**

   ANSWER: Information about both can be found on Jobs4Jersey.com. The Job Posting board is called, OnRamp, and there are links to information about current training systems under the Jobseeker and Employer headings**.**

10. **QUESTION: Can you list the other services that are offered on site at the WIB's that you would like to see emulated in a mobile/on-line environment?**

    ANSWER: Specific services not referenced in the RFI have not been identified. The goal of the RFI is to identify all available options to develop a strategy for moving forward.

11. **QUESTION: Will there be an opportunity to speak with the current functional team to better understand the Business Processes?**

    ANSWER: At its sole option, LWD may invite RFI respondents to conduct presentations either in-person or via virtual presentations. LWD's objectives are to generate innovative discussion, ideas, and suggestions, and to enhance LWD's ability to develop a strategy for obtaining and implementing digital capabilities.

    If LWD elects to conduct presentations, respondents who have met the LWD criteria will be contacted to schedule a specific date and time. These criteria will not be published. A presentation should not be considered as a replacement for a written response.

12. **QUESTION: Regarding the statement: "The LWD serves a broad range of clients, Employers of all sizes and industries"**
    a) **What service does LWD provide employers?**
    b) **What is the goal and objective of LWD in working with employers?**
    c) **What has historically been a gap in servicing employers?**
    d) **In a perfect world, what service(s) could LWD provide that would add value to your employer relationships?**
    e) **What problems do your employer clients cite that they look to LWD to solve?**

f) What metrics or data is collected in relation to employers?

g) What data collection would be required in regards to employers in the eyes of LWD?

h) What data collection would be ideal in regards to employers in the eyes of LWD?

ANSWER:

a) The services offered are diverse and include hiring incentives, recruitment assistance, and training assistance. Details can be found under the Employer heading at Jobs4Jersey.com.

b) To help them maintain a productive workforce.

c) The most consistent need for employers is qualified workers.

d) Relative to question part c), quickly connecting them with work ready Jobseekers that meet their hiring needs.

e) The most consistent need for employers is qualified workers that meet their hiring needs.

f) N/A

g) N/A

h) N/A

13. **QUESTION: Regarding Question #5: "Are there technical solutions that can help mitigate the challenge of managing service delivery in 30 decentralized field offices?"**
   a) **define the service being delivered that is causing a challenge.**
   b) **What are the challenges you wish to mitigate in your service delivery?**
   c) **What are the reasons for wanting to have a tool that job seekers can use independently for self-service?**
   d) **Is it possible to obtain a commitment to provide process training to all One-Stop Career Centers related to adopting a new system?**
   e) **How important is providing job seekers with a tool that easily records and reports their job search activity?**
   f) **What interest does the NJ DOL have related to unemployment insurance benefit payments and fraud prevention?**
   g) **What are the goals of NJ DOL in terms of job placement, getting people to work faster, etc.?**
   h) **What job seeker metrics are important to NJ DOL?**

   ANSWER:
   a) This question is not making reference to a specific challenge. Details about LWD services can be found at Jobs4Jersey.com
   b) Managing service delivery in 30 decentralized field offices offering diverse services to a broad range of clients presents a variety of challenges.
   c) This is a service method that some jobseekers prefer.
   d) N/A
   e) This is the kind information that we would like to explore available options for.
   f) This RFI does not relate to Unemployment Insurance.
   g) N/A

h) N/A

14. **QUESTION: Regarding Question #5: "Are there technical solutions that can help mitigate the challenge of managing service delivery in 30 decentralized field offices?"**
    Can you provide additional detail regarding the intent of this question? The phrase "managing service delivery" seems to imply case management. Is the state looking for information relative to case management or is this question seeking information about regional labor exchange / mobile technology?

    ANSWER: The goal of this RFI is to identify all available options to develop a strategy for moving forward.