



**RFP 20-0475: Virtual Services  
Questions and Answers**

1. What is your vision for the integration of currently contracted systems, document management system, EmployFlorida.com are you expecting full API integration with the systems if and when they are made publicly available? Is it acceptable to link to these and other additional resources through various modules in the platform? **We are not expecting full integration into EmployFlorida but an alignment of like data elements and identification of opportunities to interface. We want to maximize technology wherever possible, reduce staff data entry and automate service coding, etc.**

**Section IIa. Scope**

1. Item (B) Job Searches - Is this referring to general job search functions for a geographic area, providing a link to the State system of record, or is there an expected integration with GEOSOL's EmployFlorida system? If the latter, is there an expectation of vendor-initiated API development with GEOSOL, or does the team have any additional specifications for single sign-on, etc.? Is there a current system you are using for job search, and if yes does this system meet all the needs of your community? If no, can you please provide broad or specific deficiencies you would like addressed with the procured solution **We currently utilize EmployFlorida for job searches. We are looking for a system that allows for job searches for specialized functions such as Internships, Paid Work Experience positions, On-the-Job training and general job search.**
2. Are you currently using Atlas? **Yes, we currently utilize ATLAS.**
3. Item (D) - Are there standardized qualitative survey questions CSTB already has in place so we could seamlessly integrate with your current survey data and expectations. **Through our One Stop Operator we utilize NPS for job seekers, for employers we utilize a locally created survey tool through Survey Monkey.**
4. Item (F) - What format will CSTB use for videos and webinars to be housed in the system? **We are looking for recommendations from respondents.**
5. Item (G) Personality Assessments - Is there an expectation for administered, validated, assessments like the Myers Briggs MBTI or other licensable assessments? Do you want proctored assessments or online assessments? Does personality testing need to be from a standardized assessment that has been certified to be reliable and valid? **We've not defined which specific personality assessments we want to offer; we are looking at recommendations from the respondents.**
6. Item (H) - Is content specific to Youth, Adult and Veterans to be provided by CSTB or the vendor? **This will be jointly developed by the selected vendor and CSTB leadership staff.**

7. Item (I) Zoom Tools- Is this a specific requirement or does the provider need to reference documentation of security protocols similar to what is provided by Zoom for video tools as an alternative? Is there an expectation of remote proctoring of assessments? **CSTB already utilizes Zoom functionality, we envision integration into the virtual platform for services, which would include the provision of assessment proctoring.**
8. Item (J) - What is the current CSTB payroll system designated for integration with the platform? **CSTB is currently utilizing ADP however, this is scheduled to change during the first quarter of PY 20-21.**

### **Case Management**

1. Virtual job fair integration (Item G) - The RFP references the direct use of Zoom are there alternate technologies that can be deployed? **Recommendations can be made by the respondent; we want this to be a live video interaction between job seekers and employers during the Virtual Job Fair experience.**
2. Some of the case management services are provided by EmployFlorida (EF), is it intended that this system duplicate this data and/or functionality? Or is it intended that this data be able to talk to EmployFlorida to automate data entry for case managers? **A combination of both where relevant, contingent upon various workforce development funding vs. grant funding. This would vary based on programmatic funding and design of customized project to meet organizational needs.**
3. Does CSTB currently use a document management system? If so, what system is it? **CSTB's EDMS is ATLAS.**
4. What PII are you currently collecting, can you describe the security and safeguards currently in place that the vendor would be expected to match or exceed? Where is this currently housed? **As a LWDB we operate a variety of workforce development funded programs that collect a tremendous amount of PII data. We expect our vendor to maintain the highest level of integrity associated with PII and in accordance with our local CSTB Policy – Confidentiality of Records.**

### **Provider Services**

1. Item (A) - Can you provide additional information on staff training needs for the system? Is this staff training on the system or hosting staff training provided by CSTB? What is the frequency of staff training? Is there an expectation of in-person or virtual trainings? **Staff training would be needed for implementation along with routine refresher training, we would need this in a variety of formats due to staff turnover. The staff training is on the system functionality, how to navigate usage and maximize customer experience. Training can be accomplished in-person and virtually, we would want training to be recorded for ongoing staff needs.**
2. Item (D) - Can you provide more information on what types of data integrations you are looking for? **Into our local EDMS ATLAS, EmployFlorida, etc.**

### **VI. Budget Information**

1. Is there an anticipated budget amount allocated for this project? **The respondent is to provide the estimated cost for provision of services requested in the RFP.**