

2025 EARN and Work Ready RFP Q&A - Logistics

Updated on 1.23.2025

Q: The RFP outlines on page 10 that providers will be required to provide computers to staff. What specifications, including security, will be required for the selected providers' computers to be integrated into technology systems in each Center?

Q: Are there required security programs and/or software that will be required of computers purchased for staff? If yes, can you please provide the name(s) of the software?

A: Selected bidders will be responsible for IT hardware and software specific to contracted EARN and Work Ready operations; however, selected bidders must work with the managed IT service provider that oversees the shared technology environment at both centers to ensure that staff computers are connected to and can work within the PA CareerLink® network and access related resources and applications.

Selected bidders will work with Partner4Work and the managed IT service provider for PA CareerLink® to ensure all IT-related standards and requirements are met.

Baseline security and device requirements are as follows:

- **Supported Windows Operating System with a method to ensure patching is kept up to date.**
- **Managed Endpoint Security System, preferably with a MDR/Managed EDR solution included.**
- **Recommended minimum device specifications: 16GB of memory with an i5 or equivalent processor with wireless capability.**

Q: How many workspaces/cubicles are located at each Center for the selected provider(s) operating EARN and Work Ready programs?

A: As stated in the RFP, there will be approximately 1 office and 7-10 workstations within a cubicle setting per PA CareerLink® office. Please refer to the One-Stop Operating Costs vs. EARN and Work Ready Provider Costs section of the RFP on page 10.

Q: Will the designated space at the CareerLink offices be shared with other EARN and Work Ready providers that are awarded a contract, if more than one EARN provider is chosen to operate within the CareerLink sites (i.e. (7-10 cubicles and 1 office)?

A: The proposal or proposals that best align with the requirements stated in the RFP and the standards and objectives of the EARN and Work Ready programs will be selected. Exact space arrangements for selected bidders will not be known until procurement results have been finalized.

Q: What other providers are currently collocated in the CareerLink offices?

A: The following programs or partners have a presence at the PA CareerLink® offices in Downtown Pittsburgh and/or Monroeville:

- PA CareerLink® One-Stop Operator
- WIOA Title I Adult & Dislocated Worker Programs
- WIOA Title II Adult Education and Family Literacy Programs
- WIOA Title III Employment Services (Wagner-Peyser Act)
 - Including RESEA, JVSG, Trade Assistance, and others
- WIOA Title IV Rehabilitation Act Programs
- Pennsylvania Department of Labor & Industry
 - Bureau of Workforce Partnership & Operation (BWPO)
 - Office of Vocational Rehabilitation (OVR)
 - Unemployment Compensation
- Financial Empowerment Center (FEC)
- NEON (New Employment Opportunities for Non-Custodial Parents)

Q: Is there guest WiFi available for participants and partners to use?

A: Yes, guest wi-fi is available at both PA CareerLink offices.