

RFP Questions: Statewide Artificial Intelligence (AI) Workforce System Initiative Vision of Success and System Impact

Vision of Success and System Impact

- What does success look like 12 months from now for CWDC and the five Workforce Development Boards? **Each Board's readiness for AI adoption has improved. Policies and safeguards are in place, staff training is occurring, customer facing workshops are implemented.**
- What is the biggest risk CWDC is most focused on preventing through this initiative (e.g., inconsistency across Boards, inequity in adoption, privacy exposure, workforce disruption)? **All of the above.**
- What would make this effort feel like a true culture shift across Connecticut's workforce system—not just another training series? **That there is a shared outlook by all the Boards who move forward together in implementation.**

Board Readiness and Workflow Priorities

- How different are the five Boards currently in their AI readiness, staff comfort, and level of adoption? **Unknown. It is up to the successful vendor to identify readiness, comfort level and levels of adoption.**
- Are there specific workflow pain points CWDC believes are most urgent to address early (e.g., case management, employer engagement, HR functions, data reporting)? **To be identified by vendor as part of this request.**

Statewide Consistency, Governance, and Policy Expectations

- Is the expectation that the Community of Practice will produce shared statewide standards and safeguards, or primarily serve as a shared learning and peer exchange forum? **The expectation is for both.**
- Should the selected vendor develop model AI use policies/templates for adoption across Boards, or is CWDC expecting Boards to build these internally? **Vendor developed, and approved by the workforce boards for use.**

Equity and Jobseeker Access Considerations

- How is CWDC thinking about equity in AI adoption—ensuring AI improves access and service quality rather than widening digital divides? **Yes**
- Are there priority populations that the Connecticut-branded jobseeker workshop should be specifically designed around (e.g., immigrants, low-literacy jobseekers, rural communities, justice-involved individuals)? **No**

- **5. Training Audience, Format, and Evaluation**

- Who are the primary intended audiences for staff training (frontline career navigators, supervisors, leadership, IT staff)? **All of the above**
- Is CWDC expecting training to be delivered synchronously, asynchronously, or through a blended approach? **Synchronously or a blended approach is preferred.**
- How will CWDC evaluate whether workflows are being meaningfully modernized and not only discussed within convenings? **Through feedback and data.**

- **6. Timeline and Early Deliverables**

- Given that PY24 funds must be fully incurred by June 30, 2026, which deliverables or activities are most urgent within the first 3–4 months of implementation? **Assessment of each board readiness; risk mitigation; workflow pain points have been identified and a plan to alleviate the pain points is developed/implemented.**

- **Prior History and Documentation:** Is an entity that does not have an annual report or any prior history of working with the State of Connecticut eligible to apply for this contract? Is a previous working history with the State of Connecticut a requirement for awardees?
- **Entities without annual reports, must provide explanation as to why there is no report.**
- **Entities do not need to have prior history of working with the State of Connecticut.**
- **Licensing and Residency:** Could you clarify what is required for an entity to be considered "licensed to do business in the Workforce Alliance local area"? Additionally, are there specific state residency requirements for the awardees of this contract?
- **To be "licensed to do business in the Workforce Alliance local area", entities must ensure:**
 - **Your business is properly registered with the Connecticut Secretary of the State.**
 - **You have an active business status (not dissolved, revoked, or inactive).**

- **If your company is formed outside Connecticut (a “foreign” corporation/LLC), you have filed a Certificate of Authority to legally operate in CT.**
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- **You have a CT Registered Agent on file.**
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- **You are in good standing, meaning your annual reports and fees are up to date.**
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- **There are no specific state residency requirements for the awardees of this contract.**
- **Pending Registration:** For applicants who do not currently possess the necessary registration with the State of Connecticut, would a receipt of application (showing the registration is in progress) be acceptable for the initial proposal submission on February 13?
 - **No**
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- **Page 2 Item C:** Is the intent here to create a plan to address findings from the AI Readiness Assessment and then to implement them? The implementation depends on the findings and will vary in complexity and duration, so trying to understand the intent of what is meant by “integrate findings into action”.
 - Yes, the intent is to help turn the findings of the assessment into actionable items that each WDB can focus on.
- **Page 2 Item D:** Is this item essentially the creation of the COP as a center of continuous learning? Who is expected to be members of the COP during the initiative and after? (Impacts ability to do train the trainer and set it up as a sustainable entity post engagement.)
 - Yes. The COP will be the five workforce boards in CT and their partner staff during the initiative and after.
- **Page 2 Items E, and F:** Is there any ranges of the number of people to be trained? (Frontline staff / supervisors and job seekers)?
 - Staff to be trained will be from the 5 workforce boards whose staff size range from 15-100+. However, depending on the topic, staff will be selected from each Board, by each Board, to participate in training. Job seekers will not be trained as part of this RFP. It is expected that Board staff will be trained by the selected vendor(s) on how to train job seekers.

- **Key Deliverables Section, page 7, item H** – Looks like text here was cut off. Is the deliverable a replicable model for standing up a COP, for an AI readiness assessment, training, or something else?
 - Nothing additional is required for that item.
- **Key Deliverables Section, page 7, item I** – Is it possible to share more on what is meant by “sustained local capacity”? Is the intent that after the engagement the COP can continue to function and training can be delivered on a continuous basis by the existing Workforce Alliance team, or something else?
 - It is the intent that after the engagement of the COP, the COP can continue to function and has the resources and materials in place so that learning can continue.
- **Tooling** – Is there an existing Learning Management System in place today used by the Workforce Alliance to deliver and track training delivered to its internal staff as well as job-seekers that can be leveraged for this initiative?
 - No
- **Tooling** – Is there a knowledge repository in place today that is used for other knowledge topics that is shared across the Workforce Boards that can be leveraged for AI related knowledge content for this initiative? (SharePoint, a Wiki platform, Document Repository, microsite, etc.)
 - Not at this time, but that can be arranged.
- **Tooling** – Are there any AI tools in place today being used and paid for by Workforce Alliance? If not, is the expectation that the budget to pay for subscriptions and licenses for AI tools needs to be included in this RFP? (Challenging to estimate what is needed prior to Readiness Assessment and a an understanding of the as-is.)
 - There are no AI tools in place. Any subscriptions or licenses will be based on the results of the readiness assessment.
- **Contract Timing / Funds Availability** – Is there an expectation on when work will be able to commence on the engagement? Given the information on page 7 under Contract detail, is it correct that \$233,000 of the total \$368,000 available funds needs to be incurred by June 30, 2026? (Impacts timeline and staffing)
 - Yes. \$233,000 must be incurred by June 30, 2026.
- Can you confirm how long the project period is expected to be? Is there a start and end for this contract?

- • This Request for Proposal is supported by multiple funding sources with different periods of availability. A portion of the total contract amount, not to exceed \$233,000.00 (“PY24 Funding”), is funded with Governor’s Reserve funds that must be fully incurred no later than June 30, 2026. All costs charged to PY24 Funding must represent allowable, allocable, and reasonable obligations incurred on or before June 30, 2026, in accordance with applicable state and federal requirements.
- When referencing “Use the baseline assessment findings to identify shared opportunities to improve workflows (e.g., case management, HR, data analysis, employer engagement,” is the expectation to identify gaps and improve opportunities in existing workflows, or to recommend and support changes to those workflows?
- It is expected that gaps in workflow will be identified, and for recommendations and support for those changes.
- For “integrating findings from the baseline assessment into action,” is the expectation to identify gaps and improvement opportunities, or to recommend and support changes to existing workflows?
- The expectation is to identify gaps and improvement opportunities and make recommendations and support changes to existing workflow.
- For the AI readiness and integration assessment, how centralized are systems and infrastructure across the five workforce boards?
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- Systems and infrastructure are not centralized across the five workforce boards in any way, except for our use of CTDOL's statewide data management system, CTHIRES.
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- For the AI readiness and integration assessment should the assessment evaluate each board independently or as a shared environment?
- The results of the assessment should provide an evaluation of each board's readiness.
- For peer learning and expert AI sessions for responsible AI, PII safeguards and evolving tools, how many participants are expected?

- Staff to be trained will be from the 5 workforce boards whose staff size range from 15-100+. However, depending on the topic, staff will be selected from each Board, by each Board, to participate in training. Job seekers will not be trained as part of this RFP. It is expected that Board staff will be trained by the selected vendor(s) on how to train job seekers.
- For peer learning and expert AI sessions for responsible AI, PII safeguards and evolving tools should these sessions be delivered live, virtually, or via pre-recorded formats?
 - Virtual and/or live are preferred.
- For frontline staff and supervisor training, how many individuals are expected to participate?
 - Staff to be trained will be from the 5 workforce boards whose staff size range from 15-100+. However, depending on the topic, staff will be selected from each Board, by each Board, to participate in training. Job seekers will not be trained as part of this RFP. It is expected that Board staff will be trained by the selected vendor(s) on how to train job seekers.
- For frontline staff and supervisor training is virtual delivery acceptable?
 - Yes.
- Regarding AI training content, should the focus be on general AI literacy, or on guidance around appropriate use cases, prioritization, and responsible application of board-approved tools?
 - The focus should be on guidance around appropriate use cases, prioritization, and responsible application of board-approved tools while also ensuring general AI literacy.

- When referencing “sustained local capacity,” could you clarify the intended meaning?
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- It is the intent that after the engagement of the COP, the COP can continue to function and has the resources and materials in place so that learning can continue
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- Are any supporting documents beyond the RFP and published Q&A?
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- No.
- Is the project budget expected to be included within the narrative section, or submitted as a separate budget document?

- Separate.

- When referencing “Uniform Guidance,” could you please clarify which specific requirements or standards this refers to?

- Uniform Code at 2 CFR 200 et seq.
- Several requirements related to designing, launching, and sustaining a statewide Community of Practice (CoP) are described in the RFP; however, these activities are not explicitly listed in the deliverables. Should the CoP (including governance, cadence, knowledge sharing, metrics, and continuous learning components) be considered a formal project deliverable, and if so, how should it be reflected in the deliverables section?

- Under sustained local capacity

- Does the 8 page count against our Cover Page, Table of Contents, and any visuals incorporated for illustrative purposes?

- A Cover Page and Table of Contents, and any visual incorporated for illustrative purposes will count against the 8 page limit.

- Is there any criteria responses will be graded against that was not mentioned in the RFP?
- No.