**National Industry and Equity Partnerships:  
Frequently Asked Questions  
*Updated 2.14.17***

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# Salesforce

## Are contractors required to manage all of their contacts in Salesforce?

Yes, both Industry and Equity Partners are required to use Salesforce to manage their contract-related outreach activities, including accounts, RA opportunities, LEADER opportunities, phone calls, emails, and meetings. Detailed instructions for entering data into Salesforce can be found in the Salesforce Resource Library in the folder titled, “Salesforce Documents.” The data entered into Salesforce is reviewed regularly by OA and as part of the Quarterly Report review process to measure progress toward meeting the contract deliverables.

# Contract Administration and Requirements

## Is there flexibility in the deadlines for deliverables?

Deadlines that were set forth in the Project Work Plans may be adjusted, in consultation and with the approval of your COR/OA Point of Contact. Deadlines that were set forth in the RFP, such as for submitting the Quarterly Reports, may not be adjusted. When an internal project deadline that was set in the Project Work Plan cannot be met, the contractor and the COR/OA Point of Contact are encouraged to have a dialogue, develop a realistic plan for completing the deliverable, and identify a new deadline.

## Are Industry Partners required to develop two completely new occupations?

Yes, the intent of the contract is to have each Industry Partner develop two new occupations. In addition, the RFP specifically mentions that they are to submit two apprenticeability requests. Please note that revisions to a current apprenticeable occupation would still be considered a new occupation. Intermediary should leverage Standards Builder to the extent possible and other resources including OA boilerplates, the Urban Institute Frameworks, and appropriate playbooks and tool-kits.

## Are Industry Partners required to develop 10 local programs in addition to the two or more National Program/Guideline Standards?

No. As long as 10 or more employers sign on to the 2 or more National Program/Guideline Standards and submit employer acceptance agreements, then that particular deliverable will be considered complete and partners would not need to develop 10 local programs.

## Are there guidelines on the use of Industry Trade Partners Fees?

Section B.2 of the Industry RFP (both the single industry and multi-industry RFP) allows awardees to budget an amount not to exceed $60,000 for Industry Trade Partners fees. The Equity RFP does not include this line item.

This line item refers to the use of and payment to consultants. The guidance for use of use of and payment to consultants is found in Section H.2 of the RFP (page 29) and reads as follows:

(a) Consultant(s) hired to perform under this contract may be compensated at a rate for time actually worked (e.g., amount per day, per week, per month, etc.), or at a fixed price for performance of a specific task, or at nominal compensation in accordance with Contractor's policies. However, for the use and payment to consultant(s) prior written approval must be obtained from the Contracting Officer.

(b) The amount or rate of payment will be determined on a case-by-case basis, taking into account (among any other relevant factors) the relative importance of the duties to be performed, the stature of the individual in his/her specialized field, comparable pay for positions under the Classification Act or other Federal pay systems, rates paid by private employers and rates previously paid other experts or consultants for similar work.

(c) The contractor shall maintain a written report for the files on the results on all consultations charged to the contract. This report must include, as a minimum: (1) the consultant's name, dates, hours and amounts charged to the contract; (2) the names of the contractor's staff to whom the services are provided; and (3) the results of the subject matter of the consultation.

Partners should plan to submit the written report referred to in subsection (c) to their COR/OA Point of Contact at the end of their contract.

## What is the official term of the contract?

The official start date is September 21, 2016 and the base year ends September 30, 2017. The contract includes four option years at the discretion of the Department and subject to congressional appropriations.

## What information should be included on the invoice?

Each invoice should include the following information:

* Organization Name;
* Date of Invoice;
* Period Covered in invoice (i.e. Nov 1 - Nov 30 2016);
* Labor Hours for each Labor category billing for that period;
* Labor $rate for each labor category;
* Total sub-cost for each labor category;
* Any additional Other Direct Costs (ODCs);
* Any Travel Costs;
* And following the Billing Costs, please provide a summary of activities conducted through the labor costs included. This can be a bulleted list of activities. The Department does not need a line item of activities for each hour. Rather, a summary of the activities will suffice.

## How are sub-contractors paid?

Subcontractors should be paid the contractor directly, pursuant to the contract language between the two parties. The Department does not review or pay invoices or travel reimbursements submitted by sub-contractors. The contractor may bill the Department for sub-contract costs as a specific CLIN # or Other Direct Cost.

## What kind of oversight is required of contractors over the work of sub-contractors?

Contractors have the primary responsibility for managing the tasks and deliverables on any sub-contracts to ensure performance of the required tasks of the contract. The sub-contract should include any required tasks, deliverables, invoicing requirements, and other provisions necessary to hold the sub-contractor accountable. The Department does not require audits of sub-contracts.

## Is prior approval from OA necessary for travel?

Contractors do not need prior approval to travel, by car or air, as long as it is in the budget, aligns with the work plan, and the travel is within the Unites States. If contractors get to the point that they may exceed their travel budget, they should inform their COR/OA Point of Contact immediately. Contractors are advised to be very efficient with their travel budget and be in communication with their COR/Points of Contact to ensure they are aware of the travel and work plans.

Contractors may make their own travel arrangements through their normal procurement process. You should contact your COR/OA Point of Contact with any specific questions about travel.

## Are there contacts from the DOL side that our finance team can work with on reporting submissions, invoicing and timing?

Contractors should reach out to their COR/OA Point of Contact for assistance with these issues.

## How should contractors involve the Department in responding to inquiries?

Contractors should include their OA Point of Contact and their Project Lead, either Cierra Mitchell for Industry Partners or Kirk Jefferson for Equity Partners, when responding to inquiries. The Points of Contact will use Salesforce to track leads and can facilitate the handoff to the State Apprenticeship team to continue working with potential sponsors to review standards and register programs.

## What is the process for Departmental review of publications?

Please send all deliverables, including publications, to your COR/OA Point of Contact.

## What are the reporting requirements beyond Salesforce?

The contract solicitation specifies that all industry and equity partners are required to provide quarterly status reports and an Annual Report detailing activities, accomplishments, challenges, and any recommendations for improvement. In addition to completing and submitting the specified quarterly narrative report, contractors are required to submit their Salesforce report (which OA provides). In addition, National Industry Intermediaries will eventually be responsible for submitting a report from the new National Industry Intermediary Reporting System, once finalized.

## What is the policy on leveraging resources and shared outcomes among the various ETA and apprenticeship initiatives?

ETA/OA encourages grantees and Apprenticeship Industry and Equity Intermediaries (contractors) to maximize the use of their resources and minimize duplication of efforts through partnership building, system alignment and leveraging federal and non-federal sources.  As program funds are braided together to increase impact, programs have the opportunity to show integration in the form of participant co-enrollment, assuming this co-enrollment aligns with eligibility criteria and allowable activities for each grant/contract program.  To support these collaborative efforts and aid integrated program designs, we’ve provided guidance outlined below to remove potential barriers:

For participants receiving grant-funded services under multiple grants/contracts – please ensure that:

* Participants are determined eligible under each grant/contract program, as it aligns with the FOA/SGA/RFP’s and the grantee’s/contractor’s Statement of Work. Each program can carry distinct eligibility requirements. *For example, the American Apprenticeship grants specify that participants can be either: a) youth that are at least 16 years of age and not currently enrolled in school within a local secondary educational agency (i.e., high school) or, b) at least 18 years of age.*
* Participants are enrolled in allowable activities, as it pertains to each program.
* The grantee/contractor adheres to cost allocation, if appropriate.  *For example, if a participant is enrolled in an IT registered apprenticeship program, of which the instructor salary is paid for with TAACCCT funds and the cost of tuition for related technical instruction for the apprentice is covered by American Apprenticeship funds, the grantee would need to ensure that the cost of tuition billed to the American Apprenticeship grant did not include any costs or fees paid for by TAACCCT grant funds.*
* Thus, two different funding streams should not be used to support the same activity within a program design. Partnerships can increase the impact of program outcomes, but it is important to avoid duplication.
* For grantees, leveraged resources (both federal and non-federal) are reported on the ETA-9130 financial report form.
* Grantees and contractors can report on all outcomes and other deliverables that result from activities and services funded with both leveraged resources and grant funds in the QPR and narrative report for the respective program.  For example, for the AAI grant, any outcomes achieved as a result of leveraged TAACCCT grant funds, AAI grant funds, or a combination of both may be reported. The narrative allows for a discussion of collaboration and co-enrollment activities. This will help inform ETA/OA on best practices.
* *An additional example of how to report an apprentice receiving training through multiple funding streams:*
  + *On Job Learning support through an AAI grant (report AAI service received on AAI apprentice tab; and discuss contributions of other programs in the AAI QPR narrative report)*
  + *Related Technical Instruction through Apprenticeship Intermediary contract (report service received through the Contract reporting systems; and discuss contributions of other programs in the Contractor QPR narrative report)*
  + *WIOA supportive services (record in the State’s reporting system).*

# SEA’s and Accelerators

## What is a SEA?

Sectors for Excellence in Apprenticeship (SEAs) are an industry-led, sector-based strategy to expand apprenticeship in targeted industries. The initiative engages national business and industry leaders, along with leaders in labor, workforce development, education, and economic development, to promote, innovate, and leverage strategies to advance Registered Apprenticeship programs within the targeted industry sectors.

The goal of SEAs is to engage business and other leaders in partnerships that expand apprenticeships to major industries, increase program quality, and build labor market efficiencies through skills-based workforce pipelines. At their formation, SEAs explore the needs and critical workforce issues of targeted industries and how Registered Apprenticeship can be used as a talent development solution for businesses in that sector. SEAs also function as a sector council, serving as a center of industry expertise for apprenticeship and identifying the barriers and solutions for expanding apprenticeship in critical occupations in the sector.

A report was developed for each of the SEA meetings held in 2015, which includes an overview of the meeting discussions and information, a listing of the top high growth and apprenticeable occupations in the specific industry, meeting resources and links, and the full participant list for the meeting. These reports can be found in the Salesforce Library in the “Sectors of Excellence (SEAs)” Folder.

## What is an Accelerator?

ApprenticeshipUSA Accelerators are meetings in targeted industry sectors that provide an opportunity for businesses and other industry stakeholders to quickly develop and register apprenticeship programs through an accelerated process. Accelerators facilitate intensive assistance for businesses to jump-start the development of a Registered Apprenticeship program, help businesses identify resources and connect with partners that can help develop and sustain apprenticeships, and provide an opportunity for businesses to engage with other leaders in their industry with successful apprenticeship programs.

The goal of an Accelerator meeting is to reduce the time needed to develop and register an apprenticeship program, by educating potential sponsors on the registration process, starting the process with those interested, and ensuring employers and other potential sponsors leave the event with a clear roadmap for moving forward and receive ongoing technical assistance to build and register their apprenticeship programs.

A number of materials from the 2016 Accelerator meetings are available to industry partners to help in planning an Accelerator, including: A report for each of the six Accelerator meetings held in 2016; Accelerator Planning Tips; Regional Director Planning Template for Accelerator Meetings; Business Selection Process Template for Accelerator Meetings; and Sample Accelerator Agendas. These materials can all be found in the Salesforce Library in the “Accelerators” Folder.

## How many SEA and Accelerator meetings are the National Partners responsible for and what is their role?

Industry partners are expected to hold at least 1 Accelerator meeting per contract year, with a minimum of 10 employers with an interest in registering a program. Industry partners have the lead responsibility for planning and executing Accelerator meetings, including logistics, materials, agenda development, participant selection and invitation, follow-up activities (including logging those activities in Salesforce)etc.

In developing Accelerator meetings, industry partners should consult with the Regional Director who leads the SEA in that industry sector. Industry partners should also utilize the LEADERs in their industry to help with Accelerator meetings, such as recruiting businesses to attend and speaking at the event to provide a business voice for the value of Registered Apprenticeship programs. Industry partners may consult as needed with Maher & Maher to clarify additional information on lessons learned from previous Accelerator meetings.

Industry partners should also collaborate and connect with equity partners, in instances where equity partners’ expertise or partnerships may be valuable for the successful planning and execution of Accelerator meetings.

## Who should attend SEA and Accelerator convenings?

SEA convenings are intended to bring multiple partners together to collaborate on expanding apprenticeship in the industry. Therefore, in addition to business and industry leaders, participants at SEA convenings include representatives from labor, education, workforce development, and economic development.

Accelerator meetings are targeted to businesses and other sponsors of Registered Apprenticeship programs. Specifically, participants in Accelerator meetings should be businesses and other potential sponsors who are ready to begin developing and registering their apprenticeships.

# General Apprenticeship Questions

## How is the RTI minimum of 144 hours per year affected in a competency-based apprenticeship model?

The program regulations do recommend 144 hours, but allow flexibility for programs to be more or less than that.

## How are enrolled apprentices reported? How do we report apprentices being currently enrolled by one of the employers now?

All apprentices are reported in OA’s database, RAPIDS. Each employer receives their own RAPIDS login and password in order to enter all apprentices. Your OA Main Point of Contact can provide more information on RAPIDS.

## Is there a required registration process for apprentices?

Each apprentice will complete an ETA-671 form and the information from that form is entered into RAPIDS. Your OA Main Point of Contact can provide more information on the process.