

1. What type of consultant are you looking for?
 - a. We are looking for a consultant with extensive Adult Education experience—including program staff, administration, teaching, research, or any other relevant qualification.
2. Are in-person interviews a requirement? Do you require a local consultant?
 - a. No. Interviews and other research activities can be conducted virtually, and we are looking for the most qualified applicant.
3. How many providers do we have right now? Paid and non-paid.
 - a. There are a total of 48 sites who currently use the Next Level Learning (NLL) system.
 - b. Four (4) of those sites currently have paid contracts with the City, and the remainder use the system voluntarily. The number of paid providers is set to increase in Summer 2023 when OCFAE's new contract cycle begins. Unfortunately, we cannot provide the exact number of Fiscal Year 2024 paid providers until the award letters are released.
4. How many providers have gone back to in-person, and how many have remained online?
 - a. 6 providers teach fully in-person.
 - b. 1 provider teaches fully online.
 - c. 41 providers teach using a hybrid model.
5. What is the relationship between the Office of Children and Families (OCF) and the consultant? Will the consultant take the lead or follow OCF's lead?
 - a. The consultant will take the lead as a thought leader in developing the CQI system with OCF. The consultant will be responsible for researching the development tool and devising a plan on how to create it by integrating best practice and feedback from interviews. OCFAE will be responsible for developing the tool. The consultant will meet regularly with OCFAE to review and revise the tools. The consultant will develop an implementation plan for OCFAE to follow in FY25. Once the CQI system is implemented, there may be funding for ongoing Technical Assistance to OCFAE.
6. How many tools will the consultant be responsible for developing?
 - a. We are looking to build a series of four tools that work together to create a comprehensive overview of program quality. These tools include a program questionnaire, staff pre- and post-participation surveys, an observation tool, and a learner pre- and post-survey.
7. Are the milestones for the consultant or for the entire project?
 - a. The milestones listed in the RFP are project-based. The project is to create a CQI system and embedded in that are various tools for OCFAE to use within the NLL Network.
8. Who is writing the literature review?
 - a. OCF's Adult Education team (OCFAE) will be writing the literature review. The consultant will review our findings, and provide comments, questions, and/or additional viewpoints about the subject. The research, writing and review of the literature review will be iterative. The consultant is encouraged to conduct their own research about the Office of Children and Families, Philadelphia Literacy Statistics, and influencing factors that created the need for adult literacy classes in Philadelphia in preparation for working with OCFAE.
9. What is the maximum budget?
 - a. The maximum budget is \$100,000 which includes on-going technical assistance after the end of FY24. Thus, in the applicant's budget proposals please delineate the various areas of work as the on-going technical assistance has the potential to fall in a separate fiscal year.
10. Do we have an overhead limit?
 - a. The administrative overhead limit is 10%.

11. What is data entry compliance like? Is it consistent?
 - a. The existing database is Cityspan, and it contains data fields related to programming (e.g., intake sessions and classes) and learner information (e.g., contact information and demographics). Data entry is more consistent today than it was in the past. New contractual requirements with NLL partners have increased data entry compliance. Demographic questions are optional, and some learners do not provide this information.
12. How will the providers be involved in the development of the CQI tool?
 - a. We want our partners to be involved with the work we're doing to set up a new program quality measurement tool. The foundation of the NLL Network is collaboration, and that includes keeping the providers at the center of the work we're doing through partner convenings as well as involving them through focus groups as part of the research phase of this work. The consultant will be responsible for leading the focus groups and integrating feedback from partners into the implementation plan. The observation tool mentioned in question 6 of this document will require the participation of provider staff to act as peer observers. These staff members will need to complete training and certification as part of this tool's implementation.
13. What is the future impact of this work?
 - a. The goal of this work is to create a quality measurement tool that empowers providers to identify focus areas for improvement and make strategic decisions on organizational and learner accountability.