

## **Questions & Answers for RFP # 2022-02: Workforce Development Services Provider**

1. What is the current staffing plan for the Workforce Development Services Provider?  
**Response:** Please see the organizational chart for the current staffing plan.
  2. How many participants have completed a Work Experience in the current contract year?  
**Response:** For program year 2020-2021, there were 11 adults and 32 youth that completed the WEX activity.
  3. What is the foot traffic at each career center?  
**Response:** For program year 2020-2021, the foot traffic was 438 for the Gadsden Career Center, 4,274 for Leon and 931 for Wakulla.
  4. What are your enrollment goals for WIOA ADW, WIOA Youth, WP, SNAP E&T, TANF (WTP), Reemployment Assistance?  
**Response:** The current goals for number served in WIOA is 230 Adults and 250 Youth. There is not an enrollment goal for DW; however, our policy requires that all adults are first screened for DW status. Note: Served is defined as carryover plus new enrollments. There are no enrollment goals assigned to WP, WT, SNAP E&T or Reemployment Assistance.
  5. How much was spent on Work Based learning in the last program year?  
**Response:** \$30,341 WIOA Adult. \$290,264 WIOA Youth.
  6. Is the expectation that the provider process participant costs?  
**Response:** The provider is expected to maintain information on their obligations for participant costs and the CSCR Board staff will be responsible for approval/tracking/processing of expenditures related to participant costs.
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1. Is a budget narrative to be included with Attachment D: Budget Summary/Position Detail?  
**Response:** No.
  2. Page 26 of the RFP states, "Originals must include original "wet" signatures, all proposal information and attachments, including last available audit. The twelve (12) copies do not require original signatures or attachments." What attachments are not required in the 12 copies?  
**Response:** Originals must include Attachments A-D. Copies do not require Attachment C.
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1. The budget forms on page 52 do not have specific lines for participant expenditures (Training, Support Services), Staff Computers, or Facility Expenses. Should any of these expenses be included in the submitted proposal budget? If they should be included, should they just be classified as "other" or should additional lines be inserted?  
**Response:** No. CareerSource Capital Region pays for facilities, staff computers, furniture, participant training, support services, etc. The provider only needs to budget for the line items listed in the budget attachment.
  2. Are there any requirements regarding the specific percentage of total contract that must be attributed to performance? Example, should 90% of the project be classified as cost reimbursement with a 10% holdback for performance? Please provide the ratio required.  
**Response:** Holdback for meeting specific performance deliverables does not need to be classified in your budget. Any performance incentive/holdback will be negotiated in the contract.

3. Page 34, Attachment B – Representations and Certifications, II says “To the best of the knowledge of the person signing the response, the respondent, its affiliates, subsidiaries, directors, officers, and employees are not currently under investigation by any governmental authority and have not in the last ten (10) years been convicted or found liable for any act prohibited by law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract.” **Question:** Please clarify whether the above representation requires that both conditions are met, i.e. prospective vendors must certify they are not currently under investigation AND have not in the last ten years been subject to prohibited judgement; or, if either condition individually would exclude a potential vendor from certifying the statement.  
**Response:** Either condition individually would exclude a potential vendor from certifying the statement.
  4. Please provide a breakout of staff by title and Career Center location.  
**Response:** Please see the organizational chart for staff breakout per career center location.
  5. Please provide current Job Descriptions.  
**Response:** Please see the job descriptions of the current positions.
  6. Please provide salary ranges by staff title.  
**Response:** Please see the job descriptions of the current positions which include salary ranges for each position.
  7. Please provide a breakout as following:
    - a. Current # of Active clients by funding stream
    - b. Current # of Follow-up clients by funding stream**Response:** Please see the chart of current participant counts per program area.
  8. Please provide Local Eligibility guidelines  
**Response:** Please review the WIOA Eligibility Directive for CSCR's eligibility guidelines.
  9. Please provide additional information on WEX Participant Costs (current process on spending).  
**Response:** CareerSource Capital Region allows WEX for WIOA Adult and WIOA Youth participants. Adult participants may not exceed 240 hours of work experience; however, Youth may complete work experience up to 480 hours. The current fiscal year contract allows for a minimum of \$475,000 and a maximum \$575,000 expenditures which include eligible staff wages/benefits to be spent in the Youth program. The Adult program can spend up to \$75,000. The WEX participant costs will be addition to the expected contract amount listed in the RFP.
  10. Do RFP Attachments C, E and F need to be included in our proposal package submission?  
**Response:** Attachments E & F are for informational purposes only. Originals must include Attachments A-D. Copies do not require Attachment C.
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1. Is there a Resource Sharing Agreement in place? If yes, please provide the amount that the awardee is expected to cover and what that amount includes (i.e. rent, utilities, phone, copier, etc)  
**Response:** The only costs that the provider needs to budget are the costs listed in the budget attachment.
  2. Page 5 of the RFP #2022-02 states that the funding amount does not include participant work experience. Are those funds held and distributed by the Board?

Response: Participant work experience will be in addition to the provider contract. The WIOA Adult, Dislocated Worker & Youth total amount including provider staffing and other budget costs is estimated to be \$600,000-\$900,000.

3. What are the current staffing levels at each career center and can you provide a breakdown of how many are DEO staff at each location?

Response: Please see the organizational chart for staffing levels at each career center and the breakdown of DEO staff.

4. What is the current caseload of the varying programs being served? i.e. TANF, WT, SNAP, etc.

Response: Please see the active cases count chart for information on each case counts for each program.

5. What are some basic policy guidelines around WIOA Support Services? i.e. maximum per A/DW participant, transportation, youth.

Response: Please review the Support Services Directive for details on CSCR's basic policy guidelines around support services.

6. Are electronic signatures accepted from customers for program applications, such as a WIOA application?

Response: Yes.

7. Are customer files paperless and only electronic in EF or must a paper file also be kept?

Response: Customer files are paperless and maintained in our ATLAS Document Management System.

8. What are the numbers served by funding stream and location?

Response: Please see the active cases count chart for numbers served by location and funding stream.

9. What is the current caseload size for WIOA Adult, DW and Youth?

Response: Please see the active cases count chart for information on number of cases per program.

10. What is the most recent performance outcomes for WIOA provided?

Response: Please see the LWDB 5 Indicators of Performance for Quarter 2 of PY 2021-2022.

11. For the RFP funding levels, how is it broken down between funding streams?

Response: Allocations have yet to be received so the total amount and breakdown between funding streams is unknown. Our current year contract is as follows:

WIOA Adult: \$552,064

WIOA Adult WEX: \$75,000

WIOA DW: \$92,936

WIOA Youth: \$700,000

WIOA Youth WEX: \$575,000

Welfare Transition: \$540,000

SNAP: \$90,000

WP: \$50,000

Re-entry: \$49,933

12. How are services currently being provided in light of COVID restrictions (in-person, remote, virtual)?

Response: Services are being provided in a hybrid fashion - in person and virtual through use of Zoom or TEAMS. All service provider staff have returned to work physically in the career center; however, remote work is afforded where necessary.

13. Is CSCR currently providing apprenticeship opportunities?

Response: Yes, there are currently six (6) programs on our Eligible Training Provider List. The specific programs may be viewed [here](#).

14. If possible, please provide budget forms in Excel format for both RFP #2022-02 and RFP #2022-03?

Response: An editable budget form has been uploaded to CSCR's website.

15. If a proposal in response to RFP #2022-02 or RFP #2022-03 is too large to be stapled, may bidders use a binder clip?

Response: Yes

16. Are attachments, in addition to those requested in the RFP, allowed in the proposal? If yes, will the contents be viewed as part of the evaluation?

Response: Yes and yes.

17. To best ensure compliance with the identified page limits, please confirm question prompts may be truncated or removed.

Response: The preference is to have the question prompts truncated rather than removed.

18. Page 26 of RFP #2022-02 and page 14 of RFP #2022-03, requires the proposal to be written in 12 point and double-spaced. May tables, charts/graphs, and graphics be single-spaced and in a smaller font as long as legible?

Response: Yes

19. To best ensure compliance with the identified page limits, please confirm questions/prompts are not subject to the formatting requirements as long as legible?

Response: In the interest of page limits, it will be acceptable to minimize the font for question prompts to font size 10.

1. What are the performance measurement tools used?

Response: To measure performance, the provider will use Employ Florida and any locally created/approved manual performance measurement tools.

2. What systems outside of Employ Florida will the selected provider be required to utilize?

Response: CareerSource Capital Region has ATLAS which is a document management system as well as a customer tracking system; the selected provider will be required to utilize both functions. In addition, the provider will be asked to use other systems for case management functions (i.e. FLORIDA, OSST, CONNECT, SUNTAX). Lastly, for employment verification, the provider will be asked to use Equifax's, The Work Number.

3. What systems outside Employ Florida will the selected provider have access to?

Response: The selected provider will have access to, at a minimum, ATLAS, The Work Number, FLORIDA (Department of Children & Families), One-Stop Service Tracking (OSST) for WT/SNAP E&T participants, CONNECT (Reemployment Assistance), SUNTAX (Department of Revenue).

4. How many Florida Department of Economic Opportunity Staff work at each location?

Response: Please see the organizational chart for the number of DEO staff at each location.

5. How many Florida Department of Economic Opportunity Staff work Wager-Peyser and TAA?

Response: Please see the organizational chart for the number of DEO staff and their respective programs.

6. What type of customer service certifications has been used in the past?

Response: The current service provider has a customer service certification through its training arm, Dynamic Works Institute, which is used for staff.

7. Will career center equipment and furniture transfer to a new provider?  
Response: All equipment and furniture are the property of CareerSource Capital Region and therefore will be available for use by the new provider.
8. Who is responsible for the IT maintenance of the computer equipment?  
Response: This function is the responsibility of CareerSource Capital Region through its contracted IT provider.
9. What capacity for digital or online eligibility certification currently exists?  
Response: Currently there are no digital/online eligibility certification tools in place; however, CSCR is very interested in moving in this direction.
10. Will there be any funding available for the transition period before July 1st, 2022?  
Response: No.
11. Can budget submissions separate Indirect from profit?  
Response: Yes.
12. Please provide performance goal achievement for the 2020 and 2021 program years.  
Response: Please see the LWDB 5 Indicators of Performance PY 2020-2021 and LWDB 5 Indicators of Performance through Quarter 2 of PY 2021-2022.
13. Should lease costs be budgeted, or does Board cover the facilities cost?  
Response: The board covers the facilities costs. The only costs that the provider needs to budget are the costs listed in the budget attachment.
14. Pg 15. Section E. e. Mandatory staff training (required 15 Continuing Education Units). Is there a specific training program/list of trainings? Or can the contractor's internal and program training count?  
Response: Each program year, the CSCR Board staff along with the service provider staff create a Regional Training Plan that provides a list of trainings. The list is formulated based on a needs assessment of the prior year as well as required training. Please see the Regional Training Plan for more information.
15. Business Services-Does CSCR's BSE Team recruit and manage the employer relationships, and supported by the contractor BS team?  
Response: CSCR's Business & Employer Solutions department are responsible for recruiting and managing the employer relationships. In the current model, the service provider does not have staff that are considered BES. The service provider supports the efforts of CSCR's BES department, more specifically, through the Recruiter and WEX staff.
16. Is the \$2M budgeted amount referenced include the performance-based incentives? Or are the incentives above that operational funding level?  
Response: The estimated budgeted amount includes performance-based incentives.
17. Are there mandated partners onsite at the location? If not, does the option of having a consistent partner onsite exist?  
Response: There are core and other partners that are co-located. The partners provide services onsite based on an agreed upon schedule to allow for the best use of space available. If there is space and the partner can agree to the terms of the MOU, CSCR is open to consistent co-location.
18. What is the list of the current affiliate sites?  
Response: The current list of affiliate sites are: Leon County Public Library System (7 locations across Leon County), Havana Community Technology & Learning (Gadsden) and Deliverance Temple Ministries at First Born Church (Gadsden).

19. Is support provided to the Vendor in the destruction of customer records?  
Response: CareerSource Capital Region is paperless; however, in the instance that there are customer records set for destruction, CareerSource Capital Region bears the full burden of ensuring such action occurs including any associated costs.
  20. Is there a time requirement to keep records onsite?  
Response: CareerSource Capital Region is paperless and files are maintained in the ATLAS Document Management System. The retention policy requires CSCR to maintain information for five (5) years.
  21. What are the current policies with surrounding maintaining electronic customer files outside of the EF system?  
Response: Per policy, all career seeker files are maintained within the document management system.
  22. What is the current requirement for managing client files and caseloads?  
Response: Career seekers files are managed in the appropriate case management system (i.e. Employ Florida and OSST). CareerSource does not have a specific manner of managing caseloads. We are in the process of updating our case management procedures will guide the management of participant files/caseload protocols.
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1. What is the number of customers in training pre and post Covid?  
Response: For PY 2019-2020 there were 24 individuals in training, PY 2020-2021 there were 26 and for this program year (to date) there are 22.
  2. What is the number of customers in Work Experience for the most recent year and completed year?  
Response: There were 11 Adults and 32 Youth participants.
  3. What is the number of customers in other work-based learning for the most recent and completed year?  
Response: For the prior and current program year, CSCR has not placed any customers in other work-based learning.
  4. Please provide current organizational chart by career center and by position; please identify DEO staff?  
Response: Please see the organizational chart for the requested information.
  5. Do you offer work experience to WT customers?  
Response: Welfare Transition customers are assessed for WIOA eligibility. If deemed eligible and suitable, the individual may be co-enrolled in WIOA for paid work experience. Otherwise, the individual may be placed in unpaid work experience through the WT program.
  6. Identify any special grants you currently manage and the related staffing?  
Response: The CSCR Special Projects department currently manages two special grants - Manufacturing Sector Strategy and National Dislocated Worker Grant - COVID19. The Special Projects department is comprised of board staff. Special grants that are more career seeker centric (and less business driven) are managed by the Workforce Services Provider. For instance, the service provider is currently managing two re-entry programs - Florida HIRES (current service provider staff) and ARES Implementation Grant (grant contracted staff).
  7. Can you provide the number of customers that visit each center (contract year)?  
Response: For Program Year 2020-2021, there were 438 visits for the Gadsden Career Center, 4,274 for Leon and 931 for Wakulla.

8. Can you provide the most recent performance measures by the current contractor/service provider?  
Response: Please see the LWDB 5 Indicators of Performance\_Quarter 2, PY 2021-2022.
9. RFP Attachment E – can the definitions for all the contractual performance measures be made available?  
Response: Please see the Contractual Performance Measures Definition document.
10. On page 5, you state the funding does not include participant work experience; do we need to budget funds for training and related support services?  
Response: No.
11. On page 18, you state that you establish the budget for training services; please clarify, one, the amount is not included in the \$2M allocation and, two, whether the budget for training services includes support services and related?  
Response: The 2M allocation does not include training or support services. The only costs that the provider needs to budget are the costs listed in the budget attachment.
12. Can you provide the lifetime limits for customer expenses (training, WE, other WBL and support services)?  
Response: The lifetime limit is \$10,000 which includes all expenses. There is a cap of \$1,000 annually for support services such as transportation assistance, equipment, uniform, etc. that is a part of the overall lifetime limit. For WE, there is a limit on the number of hours for adults (240 hours) and youth (480 hours).
13. Please explain the set up for the Business Services staff (at Board, service provider or both)?  
Response: The Business & Employer Solutions (BES) department is comprised of board staff only. Workforce Services Provider staff that are responsible for working with employers to set up/manage WE sites, do coordinate their efforts with the BES department.
14. Can you share previous year monitoring reports conducted by the Board and DEO or a summary of findings/observations?  
Response: Please see the DEO Preliminary Review Summary and the CSCR Monitoring Review for PY 2021-2022.
15. Due to the number of questions, would you consider allowing us to remove the questions and leave only the reference letters and numbers?  
Response: The Respondent may either decrease the font of the question prompts to no less than font size of 10 and/or truncate the prompts.
16. Given the number and complexity of questions, would the board consider increasing the page limits?  
Response: No.
17. Can tables, charts and diagrams contain text that is less than 12 font?  
Response: Yes, as long as the information is legible.
18. Can tables, charts and diagrams contain text that is single spaced?  
Response: Yes, as long as the information is legible.
19. Are non-required attachments allowable as referenced docs in narrative responses?  
Response: Yes.
20. Please clarify which Attachments are not required in the 12 copies.  
Attachments E & F are for informational purposes only. Originals must include Attachments A-D. Copies do not require Attachment C.
21. May a binder clip be used to secure the 12 individual copies?  
Response: Yes.

22. Is an Executive Summary required?

Response: Only if the RFP states that it is required in your proposal.