

**Question:** Please provide funding for the past three years broken out by WIOA (Adult, DW, Youth), TANF, SNAP, REA, and Wagner-Peyser (WP).

**Answer:** Below is the funding for the past 3 years which does not include work experience:  
2018-19: Adult \$883,500. DW \$46,500. Youth \$725,000. TANF \$565,000. SNAP \$100,000. REA \$15,000. WP \$60,000.  
2019-20: Adult \$525,000. DW \$50,000. Youth \$735,000. TANF \$530,000. SNAP \$65,000. REA \$6,000. WP \$140,000.  
2020-21: Adult \$530,000. DW \$45,000. Youth \$835,000. TANF \$725,000. SNAP \$75,000. REA \$0. WP \$0.

**Question:** Please provide current staff levels (positions and FTEs) for this scope of work.

**Answer:** Please find Current Staff Levels attachment to previous questions and answers posting.

**Question:** Please provide details on the numbers served for the past three years broken out by WIOA (Adult, DW, Youth), SNAP, TANF, REA, and Wagner-Peyser.

**Answer:** Please find attached document "RFP Question – Number Served by County (all programs)".

**Question:** Please provide the current number of businesses served by the Workforce Development Services provider.

**Answer:** The Workforce Development Services Provider delivers services to businesses as a part of its operation of the Work Experience program. Currently there are a total of 85 businesses that a relationship has been developed; however, only 56 businesses are actively engaged due to the pandemic.

**Question:** In the last program year, how many individuals participated in work-based learning?

**Answer:** For program year 2019-2020, there were 48 individuals served through work-based learning.

**Question:** RFP page 12, "Support CSCR's Affiliate Site Partnership initiative." Please provide a list of the current affiliate sites.

**Answer:** CSCR currently has relationships with three (3) organizations totaling nine (9) site locations that serve as an affiliate site.

**Question:** For the most recent program year, what was the annual amount spent on supportive services by program area.

**Answer:** 2019-20: Adult \$6,197. DW \$0. Youth \$469. TANF \$2,780. SNAP \$0. REA \$0. WP \$0.

**Question:** RFP page 5, "Total funding awarded under this RFP is expected to be \$2,200,000 which does not include participant Work Experience." How much funding does CSCR anticipate will be allocated for Work Experience?

**Answer:** \$550,000-\$600,000.

**Question:** RFP page 12, does CSCR currently have a customer satisfaction tool?

**Answer:** CSCR currently uses the Net Promoter as its customer experience tool.

**Question:** RFP page 16, does CSCR employ and train the First Impression Team (FIT) on a customer-centered model and assign them to all CSCR locations?

**Answer:** The First Impression Team (FIT) is a part of the Workforce Development Services Provider and the provider has the sole responsibility to hire, train and place staff within the career centers.

**Question:** RFP page 16, how are First Impression Team staff funded (e.g., WIOA, WP, or both)?

**Answer:** How the First Impression Team is funded will be determined by the provider's BOARD approved indirect cost rate plan.

**Question:** RFP page 20 references "CSCR's Business & Employer Solutions team." How does the Board envision the collaboration between CSCR's Business & Employer Solutions team and the provider's Business Services Team?

**Answer:** The provider's connection to the CSCR Business & Employer Solutions (BES) team is through its Work Experience (WE) Coordinator position. Together, the provider and CSCR will establish an effective process for managing a demand-supply system in which the provider assists to meet the needs of local demand (businesses) with the identification and preparation of the supply (career seekers). The provider will coordinate with the BES team in the development of work experience opportunities for public and private sector agencies and businesses. The provider's WE Coordinator will serve as the point of contact for employers interested in engaging with the work experience/internship programs to include: outreach/site recruitment; advising employers regarding the work experience program; providing the necessary documents for their review, completion and/or execution; and advising them regarding other services to them by the BES team. The BES team will serve as the point of contact for employer solutions related activities outside of the work experience/internship programs and will offer support in the areas of employer registration, job order entry, etc. Additionally, the BES team will promote the WE program to employers in an effort to support WE Coordinator with identifying and securing work sites. At all times, the goal is to function as a cohesive face to the business community.

**Question:** RFP page 28, describes "Seamless Adult Service Integration." Are youth services currently located within the Career Centers?

**Answer:** Yes, our Youth team is located within the career centers.

**Question:** RFP page 57, Attachment E – Contractual Performance Goals. Will the definitions for all the Measures be made available (i.e., Performance Bonus Measures)?

**Answer:** Yes, please see the below definitions for PY 2020-2021 contractual performance goals.

1. Customer Experience – Net Promoter scores for the appropriate timeframe
2. Overall Placements - all 750s, 760s, 850s, 860s, 880s and 882s for the appropriate time frame.
3. Board Quality Assurance Review – Calculation of the error rate from the most recent Board Quality Assurance Review
4. Case Management (Adult/DW) - the services (and contents of the accompanying case note) for all open and enrolled WIOA Adults and DWs not in follow-up
5. Case Management (Youth) - the services (and contents of the accompanying case note) for all open and enrolled WIOA Youth not in follow-up
6. WIOA Follow-Up (Adult/DW) - WIOA Adults and Dislocated Workers who exited the program and required federal follow-ups in the review period
7. WIOA Follow-Up (Youth) - youth who exited the program and required federal follow-ups in the review period.
8. Adult Entered Employment Rate – Adult cases that closed in the reporting period with employment
9. Dislocated Worker Entered Employment Rate – Dislocated Worker cases that closed in the reporting period with employment
10. Adult Credential Attainment Rate - Adult cases closed in the reporting period who were enrolled in education as compared to the number of Adults who were closed due to the attainment of a post-secondary certification
11. Dislocated Worker Credential Attainment Rate - DW cases closed in the reporting period who were enrolled in education as compared to the number of DWs who were closed due to the attainment of a post-secondary certification
12. Youth Placement in Employment/Education - Youth cases closed in the reporting period who were not in post-secondary education, employment, or the military at participation as compared to all Youth cases who were closed successfully in the reporting period
13. Youth Credential Rate - Youth cases closed in the reporting period who were enrolled in education as compared to the number of Youth who were closed due to the attainment of a diploma, GED or certification in the reporting period
14. Welfare Participation Rate (TANF) – Number of families receiving TANF that includes a work-eligible adult/minor head-of-household who is engaged in work for the month
15. Welfare Entered Employment Outcome Rate – Unduplicated TANF cases that close due to earned income or that have unsubsidized employment open in the MIS during the reporting period
16. Adult Wage Rate (Tracking Purposes Only) - Adult cases closed in the reporting period who were closed as compared to the number of Adults who were closed with employment and wages above the LLSIL
17. Adult/Dislocated Worker Training Employment Rate (Tracking Purposes Only) - Adult and DW cases closed in the reporting period who were closed as compared to the number of Adults and DWs who were closed with a credential and employment.
18. Work Experience Employment Rate (Tracking Purposes Only) – Adult/Youth cases enrolled in Work Experience in the reporting period who completed training as compared to the number of Adults/Youth who completed training and found employment within 6 months of completion date

**Question:** Describe how services are being provided currently in the COVID-19 environment. For example, are centers open to the public? Are there any virtual services available? Or a combination of in-person and virtual options?

**Answer:** CSCR is providing services in the career centers by appointment only. The current services being provided in-person involve allowing access to the resources of the career center to apply for reemployment assistance, claim reemployment assistance weeks, job search, apply for public assistance benefits, testing and any other service that requires the use of a computer, internet or direct assistance from the staff. Staff are meeting with their caseload remotely via phone, Zoom, or Teams. Workshops are also provided remotely using Zoom or by providing pre-recorded sessions. CSCR has also invested in a suite of remote/online solutions (i.e. Career Edge, Metrix Learning System, SMS Communication, and Calendly).

**Question:** Please describe CSCR's required core partners and other stakeholders' current participation within the Career Centers.

**Answer:** In terms of partners and other stakeholders', there are many co-located in our career centers while others engage with CSCR through our Career Center Partners Council. Co-located partners include:

- Adult & Community Education
- Vocational Rehabilitation
- Job Corps
- AARP (Senior Employment)
- NCBA (Senior Employment)
- Early Learning Coalition (childcare services)
- Capital Area Community Action Agency
- Florida A&M University, TRIO Program
- Florida A&M University, Small Business Development Center

Our Career Center Partners Council includes 43 agencies and organizations with representation from all three counties. The goal of the Council is to provide a forum for our partners (core partners and others) to establish and maintain open communication regarding services available to assist our mutual customer base. There is a formal referral process between all agencies directly to a designated point of contact that can ensure timely assistance to those in need. Additionally, there is a portal to facilitate transfer of knowledge across agencies to ensure staff, regardless of agency, are fluent in the services, eligibility requirements, process for services and initiatives of other organizations. The Council members are very engaged and meet on a quarterly basis; however, there is constant communication to ensure that an individual's needs are met.

**Question:** How many bilingual team members does the current provider have?

**Answer:** There are two (2) staff members that are bilingual across the region.

**Question:** Are CSCR center and program orientations available in person and virtually at current?

**Answer:** CSCR is providing its orientations virtually.

**Question:** Please confirm it is allowable to submit the Letter of Intent via email to Matthew Salera.

**Answer:** Yes, it is allowable to submit the letter of intent via email to Matthew Salera.

**Question:** Please confirm that narrative question prompts may be truncated or removed in respondent's proposal.

**Answer:** They can be removed.

**Question:** RFP page 29, please confirm that tables, charts, and graphics are not subject to the font size or spacing requirements.

**Answer:** Tables, charts and graphics are not subject to the font and spacing requirements. Please ensure that the information is legible and easy to read.

**Question:** Will editable versions (i.e., Word document or Excel) of each Attachment be provided for respondent completion?

**Answer:** Yes. Please find Budget & Position Detail word document that is attached.

**Question:** RFP page 29 indicates "Acceptable binding is a staple in the upper left-hand corner on the copies only." Please confirm a binder clip is acceptable as the copies may be too large to staple.

**Answer:** Binder clip is acceptable.

**Question:** RFP page 29 indicates "Acceptable binding is a staple in the upper left-hand corner on the copies only." Please confirm the 2 originals are to be completely unbound (i.e., not contained by a binder clip or staple).

**Answer:** Please bind with binder clip.

**Question:** RFP page 29 states "Originals must include original 'wet' signatures, all proposal information and attachments, including last available audit." Please confirm requested attachments, including Attachment D: Budget Summary and Position Detail, are only to be provided in the 2 originals and not in the copies.

**Answer:** Requested attachments, including Attachment D: Budget Summary and Position Detail, need to be provided in the 2 originals and the copies.

**Question:** RFP page 29 indicates CSCR would like on copy on a jump drive. Please advise if the electronic copy should include forms and attachments (i.e., to match what is requested in the original).

**Answer:** Electronic copy should include forms and attachments to match what is requested in the original.

**Question:** RFP page 55, Attachment D: Budget Summary and Position Detail. Please confirm a budget narrative is not required.

**Answer:** A budget narrative is not required.

**Question:** Please confirm if we need to budget for any facilities and related expenses such as rent, maintenance, utilities, but also furniture, equipment, etc.

**Answer:** The only costs the provider is responsible for are the costs outlined in the Attachment D: Budget Summary of the RFP.

**Question:** Who is the current service provider and are they currently fulfilling both the role of Operator and Workforce Development Service Provider?

**Answer:** Currently, The Kaiser Group (DE) LLC, d/b/a Dynamic Workforce Solutions is both the One Stop Operator and the Workforce Services Provider.

**Question:** Will you be providing Excel versions of the budget documents or should we recreate them ourselves?

**Answer:** Please find Budget & Position Detail word document that is attached.

**Question:** Page 1 references a due date of October 13 whereas page 7 references a due date of October 14. Can you please clarify which is correct?

**Answer:** October 14 is the due date.

**Question:** Can you provide a listing of current affiliate sites/locations and the partner agencies these represent.

**Answer:** The current affiliate sites are:

1. Leon County Public Library System (7 locations throughout Tallahassee)
2. Havana Community Technology & Learning (Havana)
3. Deliverance Temple Ministries at First Born Church (Chattahoochee)

**Question:** Can you provide a list of partners with which you have MOUs?

**Answer:** Early Learning Coalition, Department of Education Department of Vocational Rehabilitation, Department of Education Division of Blind Services, Capital Area Community Action Agency, AARP, Leon County Schools Adult Community Education, Florida A&M University, Heritage Service Corporation and National Caucus & Center on Black Aging.

**Question:** Is CSCR currently operating any special projects (i.e. NDW, competitive federal grants, etc.) that would be managed by selected provider? If so, can you provide a brief summary of each.

**Answer:** CSCR is operating three special projects; however, none of the special projects will be managed by the selected provider. CSCR has a Special Projects department that manages any special grants/projects awarded to the region. The selected provider would be asked to support the grants in various means.

**Question:** Can you provide pay ranges for current staffing structure?

**Answer:**

Position	Salary Range
Administrative Specialist	\$28,000 – 38,000
Career Navigator	\$28,000 – 42,000
Career Center Manager	\$40,000 – 60,000
Dynamic Futures Specialist	\$28,000 – 42,000
Program Manager	\$40,000 – 55,000
Work Experience Coordinator	\$30,000 – 39,000
Intake Specialist	\$28,000 – 36,000
Greeter	\$24,000 – 32,000
Customer Relations Specialist/Follow-Up Specialist	\$24,000 – 32,000
Customer Relations Specialist	\$24,000 – 32,000
Dynamic Futures Leader	\$33,000 – 42,000
Follow-Up Specialist	\$10 per hour
General Manager	\$70,000 – 100,000
Greeter/Learning Lab Specialist	\$24,000 – 37,000
Internal Compliance Specialist	\$30,000 – 39,000
Learning Lab Specialist	\$28,000 – 38,000
Quality, Performance Training Specialist	\$40,000 – 48,000
Recruitment Specialist	\$28,000 – 37,000
Sector Leader	\$35,000 – 50,000
Switchboard Operator	\$24,000 – 28,000
Work Experience Assistant	\$22,000 – 30,000
Workforce Services Specialist	\$24,000 – 37,000
Workshop Trainer/Learning Lab Specialist	\$24,000 – 37,000
Workshop Trainer (FT)	\$27,000 – 42,000
Workshop Trainer (PT)	\$13-17 per hour

**Question:** What subscription LMI systems are available to CSCR staff? i.e. EMSI, Chamura, etc.

**Answer:** CSCR has access to Chmura through its relationship with the Gadsden County’s Economic Development Council as well as the LMI information provided by the state’s newly created Florida Insight.

**Question:** Has CSCR developed career pathways road maps for targeted occupations and is the information available to staff?

**Answer:** CSCR has developed its career pathways project as managed by its Career Pathways Council. The Career Pathways Council created a separate site (linked from CSCR’s main website) to house the information. Staff are encouraged to review and use the information from the website to advise career seekers on pathways to in-demand careers.

**Question:** Do you currently have a system established for interagency referrals? If so, are you satisfied with the process?

**Answer:** CSCR’s Career Center Partners Council launched an interagency referral portal in November 2019. Agencies can make referrals to other agencies’ points of contact with the expectation that the receiving agency will contact the referred individual within 48-hours of the referral. The portal also allows staff from all agencies to review presentations/information from each agency in order to become more familiar with services provided, eligibility requirements, funding availability and special initiatives prior to referring individuals for assistance. This was the first step in having an online referral system and CSCR continues to promote usage in order to determine where improvements can be made.

**Question:** Do you currently use an electronic customer service survey? Who administers the survey, the Board, service provider, or a third-party vendor?

**Answer:** CareerSource Capital Region uses Net Promoter to gauge customer experience. The survey is administered by the service provider.

**Question:** Can you provide the case load, by center and by funding streams for the past FY?

**Answer:**

Career Center	Program	Caseload
Gadsden	WIOA Adult	28
	WIOA Dislocated Worker	1
	Welfare Transition	80
	SNAP E&T	620
Leon	WIOA Adult	70
	WIOA Dislocated Worker	4
	Welfare Transition	279
	SNAP E&T	2927
Wakulla	WIOA Adult	12
	WIOA Dislocated Worker	0
	Welfare Transition	19
	SNAP E&T	171

**Question:** Can you provide the case load for the youth program by center for the past FY?



**Answer:** The current Youth caseload by center is:

Gadsden – 53

Leon – 149

Wakulla - 28

**Question:** What assessment tools is staff currently using to assess functional education levels and aptitude and interests?

**Answer:** CSCR uses Tests for Adult Basic Education (TABE), ACT Workkeys Fit, Florida Ready to Work, and Workkeys.

**Question:** What assessment tools are currently used to meet employers' hiring needs?

**Answer:** Employers may request use of TABE, ACT Workkeys Fit, Florida Ready to Work and Workkeys as a part of the screening process for individuals interested in job postings. CSCR will be providing access to ProveIt! this program year.

**Question:** Can you share previous year monitoring reports conducted by the Board and DEO or a summary of findings/observations?

**Answer:** Please see the DEO Preliminary report from PY 2019-2020. Also, for a summary of issues cited in the Board's monitoring review(s), please review Board Quality Assurance Review PY 2019-2020.

**Question:** The RFP mentions the Board retains the funds for work experience. Do you also retain funds for ITA, OJT and other customers training/work based learning funds?

**Answer:** The Board retains the funds for ITA's, OJT's and participant support services. However, the total funding awarded under this RFP is expected to be \$2,200,000 which does not include participant Work Experience." The Board anticipates that \$550,000-\$600,000 will be allocated for Work Experience.