



REQUEST FOR PROPOSAL – RFP # 2016-01
ONE-STOP OPERATOR – WORKFORCE DEVELOPMENT SERVICES

RFP # 2016-01 QUESTIONS AND ANSWERS
Posted: January 20, 2016

RFP Correction #1:	Numbering Correction – There was a mis-numbering that occurred in Section VII.B.
	<ul style="list-style-type: none"> • On page 53, 4. Budget Narrative should be 5. Budget Narrative • On page 54, 5. Administrative and Financial Capabilities Checklist... should be 6. Administrative and Financial Capabilities Checklist... • On page 54, 6. Mandatory Additional Attachments should be 7. Mandatory Additional Attachments.

Question #1:	Is the performance data available for the last complete program year and the current program year?
Answer:	See the below chart for common measures performance for CSCR's operating area – local workforce development area 05 – for program year 2014/2015. Note: Data for 2015/2016 has not been received yet from the state (the Department of Economic Opportunity).

2014 - 2015 FLORIDA WORKFORCE COMMON MEASURES - LWDA 05 PERFORMANCE
PY 2014-2015: July 1, 2014 – June 30, 2015 Outcomes

Common Measures	Performance 2014-2015	PY 2014-2015 Performance Goals	% of Performance Goal Met	PY 2015-2016 Performance Goals
Adults:				
1 Entered Employment Rate	86.59%	92.70%	93.41%	92.70%
2 Employment Retention Rate	97.42%	96.00%	101.48%	96.00%
3 Average 6-Months Earnings	\$17,168.75	\$17,640.03	97.33%	\$17,640.03
Dislocated Workers:				
4 Entered Employment Rate	88.83%	93.00%	95.52%	93.00%
5 Employment Retention Rate	94.05%	99.40%	94.62%	95.00%
6 Average 6-Months Earnings	\$14,712.31	\$16,364.20	89.91%	\$16,364.20
Youth Common Measures:				
7 Placement in Employment or Education	72.48%	50.90%	142.40%	58.54%
8 Attainment of a Degree or Certificate	80.58%	80.70%	99.85%	80.70%
9 Literacy and Numeracy Gains	52.81%	38.20%	138.25%	35.00%
Wagner-Peyser:				
10 Entered Employment Rate	69.73%	63.50%	109.81%	63.50%
11 Employment Retention Rate	85.01%	76.25%	111.49%	76.25%
12 Average 6-Months Earnings	\$12,371.87	\$10,600.00	116.72%	\$10,600.00
			Not Met (less than 80% of negotiated)	
			Met (80-100% of negotiated)	
			Exceeded (greater than 100% of negotiated)	

Question #2:	Who is the current provider of these services?
Answer:	Kaiser Group, Inc. d/b/a Dynamic Workforce Solutions

Question #3:	How long has the current provider provided these services?
Answer:	Since July 1, 2008



**REQUEST FOR PROPOSAL – RFP # 2016-01
ONE-STOP OPERATOR – WORKFORCE DEVELOPMENT SERVICES**

Question #4:	Will you provide current staffing by job titles and salaries?
Answer:	See the below chart. Note: The chart does not include staff employed and funded by the Department of Economic Opportunity yet who are functionally supervised by the contracted service provider. This includes Customer Service Specialist (1.5 FTEs), Employment Security Rep I (1 FTE), Administrator (1 FTE) and Disabled Veteran Outreach Program Specialist (3 FTEs).

Job Title	# of Positions	Salary Range
FRONT-LINE STAFF		
ASSESSMENT SPECIALIST	1	\$31,000 - \$34,000
CUSTOMER SERVICE SPECIALIST	7	\$24,000 - \$35,000
CUSTOMER SERVICE TEAM LEAD	1	\$30,000 - \$35,000
CAREER SPECIALIST	16	\$30,000 - \$35,000
PROGRAM TEAM LEAD	3	\$35,000 - \$37,000
WORK EXPERIENCE COORDINATOR	1	\$32,000 - \$34,000
WORK READINESS SPECIALIST – PART-TIME	1	\$15.00 - \$16.00/hr
WORKSHOP FACILITATOR	1	\$32,000 - \$36,000
ASSOCIATE CENTER MANAGER	1	\$35,000 - \$37,000
LOCAL LEADERSHIP/MANAGEMENT TEAM		
ADMINISTRATIVE MANAGER	1	\$32,000 - \$35,000
CAREER CENTER MANAGER	2	\$40,000 - \$45,000
PROJECT DIRECTOR	1	\$75,000 - \$95,000
QUALITY PERFORMANCE AND TRAINING	2	\$40,000 - \$45,000
PROGRAM SPECIALIST	2	\$42,000 - \$50,000

Question #5:	<p>Will you provide clarification on the incentive payments? Will the contactor be reimbursed 100% of allowable expenses or is there a 15% holdback payable upon meeting performance measures? If so, then what is the maximum amount of incentive payments that can be earned?</p> <p><i>Referenced RFP language (Page 6 of 58; Section I.D. Contract Type): “For purposes of responding to this RFP, Respondents should develop a line-item budget showing all expected costs associated with delivering the proposed services and a performance payment proposal showing the proposed amount of performance revenue (incentives)”</i></p> <p><i>Referenced RFP language (Page 53 of 58; Section VII.B.5.f. Proposal Narrative): “If the proposed cost reimbursement contract has a demonstrated performance holdback, provide the proposed percentage of the total cost that will be withheld (minimum is 15%) until measurable performance outcomes are achieved and documented.</i></p>
Answer:	The contractor will be reimbursed 100% of allowable expenses up to the holdback amount. Thereafter the contractor will be reimbursed for allowable expenses that equals the amount of holdback earned. For example, the contractor has a contract totaling \$100 with a 20% performance holdback. At year end the contractor has \$100 of allowable expenses and has earned half of the performance incentive or 10% of the contract value. The contractor will be reimbursed 80% or \$80 for allowable expenses and the remaining 10% of the contract value or \$10 upon earning the performance incentive.

RFP # 2016-01 QUESTIONS AND ANSWERS
Posted: January 25, 2016

Question #6:	On page 11, Section E, RFP states “...lead CSCR to the top quartile in the state for performance.” How is CSCR defining this? Per MMR measures, % achievement of common measure goals, or actual common measure performance?
Answer:	The language tied to CSCR performing in the top quartile of the state is primarily linked to the Performance Incentive Funding (PIF) model referenced in the RFP and CSCR’s ability to be ranked in a manner that would allow us to be rewarded for continuous improvement or excellence under this model.

Question #7:	On page 35, end of section 9, consultative case management model is mentioned. Are there specific outcomes or observations {that} the board will expect to see with a consultative case management model?
Answer:	<p>Yes. Here are some examples of different observations the board would like to make as a result of a consultative approach being taken to case management:</p> <ul style="list-style-type: none"> • High-level engagement between the staff and job seeker customers as well as CSCR and partner organizations • An interviewing process that allows staff to be better informed of customers’ needs in order to allow for a tailored approach to the provision of appropriately selected program(s) and services • Referrals to appropriate partner organizations that have resources to aid job seeker customers with overcoming barriers to employment (that were learned as a result of the consultative case management) • A process that allows for the appropriate level of information to be learned in order to ensure the development of comprehensive employment plans. <p>As a result, we expect an increased level of customer satisfaction due to the high level of engagement, increased partner engagement as customers are referred to their organizations, high-quality employment plans that truly serve as customers’ road maps to self-sufficiency and increased successful performance outcomes as we are able to deliver the appropriate level and mix of workforce development services.</p>

Question #8:	Please make the attachment forms available in MS Word.
Answer:	Note: The attachments are available in MS Word at the following location: http://www.careersourcecapitalregion.com/about/request-for-proposal