



Request for Proposals for the Management and Operations of Child Care Services (CCS) and/or Workforce Center Services (WCS) and/or Business Services (BSU)

Bidders Conference
Questions & Answers Document
May 15th, 2018

Business Services (BSU) Call: Start Time 9:00am

Questions submitted prior to the conference call:

1. Due to the size of our company, we would have extensive monitoring reports for three years. Can we submit monitoring reports only from Texas or only for projects in similar size as Brazos Valley?
 - a. The proposer should include all monitoring reports that are applicable to the option for which the proposer is submitting the bid. Monitoring reports may be submitted on a readable CD (be sure to include one CD with the original and each of the four copies of the proposal).
2. Can the monitoring reports be submitted in a separate binder/volume due to the size?
 - a. Monitoring reports may be included on a readable CD (be sure to include one CD with the original and each of the four copies of the proposal).
3. Who is current contractor for each of the services?
 - a. Serco of Texas
4. What is the typical case load size for Career Navigators?
 - a. In Business Services there is not really a case-load size so this question is not applicable.
5. What is number of people served in the various funding streams for Workforce Center Services?
 - a. Brazos Valley Region has a little over 7,000 employers; see page 55 of the RFP for performance expectations for FY18. Performance expectations are renegotiated each year through TWC.
6. What is the volume of in-bound calls? What phone system is in place to handle the volume?
 - a. The phone system is powered by Cisco but there is no current tracking on the number of phone calls received. The Bryan-College Station office gets 2,600-3,000 walk-in customers per month (unduplicated) and the outlying counties get anywhere from 75-250 customers per month (depending on the county); there is currently no tracking of the phone calls from customers.
7. Please provide updated performance as it compares to performance targets offered in the RFP for both Workforce Center Services and Business Services.
 - a. Please see Page 5 of this document for the latest performance measures.
8. What is the percentage cap on Indirect Costs?
 - a. The cap is based on federal and state rules and regulations, but normally in our area the cap for subcontractors is 10%.
9. What is the percentage cap on Profit?
 - a. Profit is normally capped at 10%; even if combined with a management fee.

Questions submitted during the conference call:

1. In regards to the oral interview process requirement to have the On-site/Project Director there, what is the impact if that individual is not currently in place/hired, would it be acceptable to send someone else? If so, would it impact their score?
 - a. The expectation is that the individual who will be responsible locally to manage the contract attend the interview. If that is not possible then that positions management staff should attend. The Board recognizes that the proposers may not have a person in place to take over the local project but that is who the Board members want to interview. In the past when proposers have not hired an employee to run the local program the proposers have brought who would be assigned to run the project temporarily and the next person in the management chain of command. Yes not having a person present at the interview who will be located locally can impact the interview scoring points.
2. In regards to the number of businesses in the region, does the Board measure market share in terms of total business the region has in terms of impact out in the community?
 - a. Only to the extent that is seen in the TWC measures.
3. Is there any data in regards to satisfaction surveys done at a Board level?
 - a. The current contractor, Serco of Texas, has an automated system that handles satisfaction surveys; responses to which are positive. In addition, the Board staff will make phone calls on different aspects of the service and Board staff are heavily involved in community activities such as chambers and advisory committees and events.
4. In regards to the Boards' involvement in the community, does WSBV allow the subcontractor to have those direct relationships with the chambers and committees or is that exclusively the Boards responsibility or is it a combination of both?
 - a. This is primarily a Board responsibility but there are situations where subcontractor staff would serve alongside Board staff.
5. Will WSBV publish the attendance list based on taking roll from the Bidder's Conference?
 - a. WSBV will identify questions and answers.

Adjourned at 9:33am

Child Care Services (CCS) Call: Start Time 10:00am

Questions submitted prior to the conference call:

1. Due to the size of our company, we would have extensive monitoring reports for three years. Can we submit monitoring reports only from Texas or only for projects in similar size as Brazos Valley?
 - a. The proposer should include all monitoring reports that are applicable to the option for which the proposer is submitting the bid. Monitoring reports may be submitted on a readable CD (be sure to include one CD with the original and each of the four copies of the proposal).
2. Can the monitoring reports be submitted in a separate binder/volume due to the size?
 - a. Monitoring reports may be included on a readable CD (be sure to include one CD with the original and each of the four copies of the proposal).
3. Who is current contractor for each of the services?
 - a. Serco of Texas
4. What is the typical case load size for Career Navigators?
 - a. In regards to Child Care Services, we do not have an exact number available, but we currently have 6 staff serving approximately 900 families.
5. What is number of people served in the various funding streams for Workforce Center Services?
 - a. Child Care Services is contracted with TWC do serve 1,189 but it can go up to 1,400 kids per day; the average is 900 families.
6. What is the volume of in-bound calls? What phone system is in place to handle the volume?

- a. The phone system is powered by Cisco but there is no current tracking on the number of phone calls received.
- 7. Please provide updated performance as it compares to performance targets offered in the RFP for both Workforce Center Services and Business Services.
 - a. Please see Page 5 of this document for the latest performance measures.
- 8. What is the percentage cap on Indirect Costs?
 - a. The cap is based on federal rules and regulations, but the cap for subcontractors is normally 10%.
- 9. What is the percentage cap on Profit?
 - a. Profit is normally capped at 10%; even if combined with a management fee.

Questions submitted during the conference call:

- 1. Clarification in regards to submission requirements for the proposal; if a vendor elects to respond to multiple options, may they be submitted as one combined proposal?
 - a. No, each option is considered a separate proposal and requires an original and four complete copies with attachments and additional items per option (such as readable CDs containing monitoring reports).

Adjourned at 10:21am

Workforce Center Systems (WCS) Call: Start Time 11:00am

Questions submitted prior to the conference call:

- 1. For the Workforce Center Services funding, is the total estimated funding \$1,881,000 with \$576,000 for direct programs and client services or is \$576,000 deducted from the stated \$1,305,000?
 - a. The fund amounts, \$1,881,000 and \$576,000 are separate from one another.
- 2. Due to the size of our company, we would have extensive monitoring reports for three years. Can we submit monitoring reports only from Texas or only for projects in similar size as Brazos Valley?
 - a. The proposer should include all monitoring reports that are applicable to the option for which the proposer is submitting the bid. Monitoring reports may be submitted on a readable CD (be sure to include one CD with the original and each of the four copies of the proposal).
- 3. Can the monitoring reports be submitted in a separate binder/volume due to the size?
 - a. Monitoring reports may be included on a readable CD (be sure to include one CD with the original and each of the four copies of the proposal).
- 4. Who is current contractor for each of the services?
 - a. Serco of Texas
- 5. What is the typical case load size for Career Navigators?
 - a. Due to the current organizational structure for WIOA, SNAP, NCP, TAA, we cannot give the information per case manager. However, the number of unduplicated customers by program are as follows for FY18 through March 2018:
 - i. WIOA 176**
 - 1. Adult 88
 - 2. Dislocated 19
 - 3. In-School 9
 - 4. Out-of-School 60
 - ii. Choices 132**
 - iii. SNAP 432**
 - 1. ABAWD 117
 - 2. Gen Pop 315
- 6. What is number of people served in the various funding streams for Workforce Center Services?

- a. WCS serves 2,500-3,000 walk-in customers per month in the primary office in Bryan-College Station with an additional 75-250 customers per month in the outlying counties (depending on the county). WSBV does not currently track the number of customers served over the phone.
7. What is the volume of in-bound calls? What phone system is in place to handle the volume?
 - a. The phone system is powered by Cisco but there is no current tracking on the number of phone calls received.
8. Please provide updated performance as it compares to performance targets offered in the RFP for both Workforce Center Services and Business Services.
 - a. Please see Page 5 of this document for the latest performance measures.
9. What is the percentage cap on Indirect Costs?
 - a. The cap is based on federal rules and regulations, but the cap for subcontractors is normally 10%.
10. What is the percentage cap on Profit?
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Questions submitted during the conference call:

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 - a. The expectation is that the individual who will be responsible locally to manage the contract attend the interview. If that is not possible then that positions management staff should attend. The Board recognizes that the proposers may not have a person in place to take over the local project but that is who the Board members want to interview. In the past when proposers have not hired an employee to run the local program the proposers have brought who would be assigned to run the project temporarily and the next person in the management chain of command. Yes not having a person present at the interview who will be located locally can impact the interview scoring points.
2. Is this RFP on its' normal cycle as in the 4-year period, or is it off-cycle?
 - a. This RFP was released on an off-cycle period.

Adjourned at 11:24am

Contracted Measures
Board Summary Report - Brazos Valley
 Year to Date Performance Periods
 From TWC MPR March 2018 (Final Release)

<u>WIOA Outcome Measures</u>	<u>EOY Target</u>	<u>Current Performance</u>	<u>Performance Outcomes</u>
Employed/Enrolled Q2	64.00%	68.55%	Meeting
Employed/Enrolled Q2-Q4	80.00%	81.59%	Meeting
Median Earnings Q2	\$4,220.00	\$4,479.05	Meeting
Credential Rate	48.00%	76.23%	Meeting
Adult Employed Q2	77.70%	75.76%	Meeting within 5% variance
Adult Median Earnings Q2	\$5,200.00	\$3,142.75	Not Meeting
Credential Rate - Adult	60.80%	85.71%	Meeting
Adult Employed Q4	77.10%	87.88%	Meeting
DW Employed Q2	84.60%	87.50%	Meeting
DW Median Earnings - Q2	\$8,060.00	\$7,403.68	Not Meeting
DW Employed Q4	86.70%	85.42%	Meeting within 5% variance
DW Credential	76.90%	90.91%	Meeting
Youth Employed/Enrolled Q2	69.00%	80.00%	Meeting
Youth Employed/Enrolled Q4	69.30%	73.77%	Meeting
Youth Credential	62.50%	66.67%	Meeting
<u>Re-Employment and Employer Engagement Measures (REEMS) Outcomes</u>			
Claimant Re-employment Within 10 Weeks	55.12%	64.57%	Meeting
Employers Receiving Workforce Assistance	1,385	1,060	Meeting for month
<u>SNAP Outcomes</u>			
ABAWD	100.00%	100.00%	Meeting
General Population	350	365	Meeting
<u>CHOICES Outcomes</u>	50.00%	49.72%	Meeting within 5% variance
<u>Childcare Outcomes</u>	1,189	1,134	Meeting within 5% variance