RFP for the Management and Operations of
Workforce Center Services & Business Services

Bidders Conference
Questions & Answers
August 22, 2019

Questions Regarding Proposal Submission

1. Can one combined proposal be submitted for Workforce Center Services (WCS) and Business Services Unit (BSU)?
    a. Yes, all bidders must bid on both services combined into one procurement.
2. Do you require a digital copy of the full proposal on a Jump Drive or similar?
    a. Yes.
3. There are some inconsistencies with the list of attachments on page 4 and then the attachments themselves. Would you please provide clarity on the list of attachments and the "numbering" you prefer? For Example, page 4 lists Attachment N for Audit reports.
    a. The attachment on Page 42 lists Audit reports as Attachment P. Board staff will review, but provide requested attachments at stated in RFP.
4. On page 4, attachment item L. Can on set/copy of the monitoring reports requested be provided on a USB to aid in the size of the submission?
    a. All items must be provided as required in the RFP. Reviewers must have their own copy to review or it will be considered non-responsive.
5. On page 6: Cost Reasonableness: "Past incidents of disallowed cost must be disclosed in the proposal." Where in the proposal should the disclosure of disallowed costs be located?
    a. This can be included any place in the response.
6. On page 4: Order of Submission for each Option: "An original and four (4) copies of each written proposal for each option plus all required attachments are due…" Could you please clarify if this means we should provide a total of five responses, combining the WCS and BSU together? Or should each be separate with one (1) original and four (4) copies of each, totaling ten (10) proposal responses? If they should be combined, on page 44, the budget sheet represented has columns for WCS and BSU, please advise how to handle this.
    a. One original and four (4) copies. All organizations bidding must bid on both Workforce Center and Business Services. The only separation in the RFP is to document how you plan to utilize funding and staff to ensure that our Business Services unit is successful.
7. On page 38-39, Attachment L/M – Resume/Job Descriptions Administration/Management & Resumes/Job Descriptions Program Staff: Could clarification be provided around (a) what should be included in the Program Staff Attachment and (b) what role are defined as Program Staff?
    a. Please follow the TWC FMGC guidelines to determine where these costs belong.
8. Is the Table of Contents permitted to aid in the review of the narrative and forms within the proposal?
    a. Yes, if this organizes the proposal contents.

Questions Regarding Budget

9. Is the budget for WCS Operations $1.2M plus $626K for participant costs?
    a. Yes, please see budget attachment.

10. Please provide current salaries for 7 member BSU team.
    a. Merit staff is not included in the budget therefore no salary information will be provided.
11. Is SEAL operated under a separate budget that is not included in the above?
    a. Yes, as new programs are added throughout the year the budget will be increased along with the performance expectations.
12. Will we be allowed to use the de-minimis indirect cost rate of 10% as indicated in the Uniform Grant Guidance?
    a. Yes, this is allowable.
13. Do we need to budget for facilities costs at the One-Stop Job Center? If so, is there an estimate of operational costs and what expenses are included?
    a. No, these are a separate budget; see budget attachment.
14. What is the expectation for funding 7 BSU staff within a $250,000 funding level? Is there an expectation that staff will be shared among programs?
    a. This figure does not include state merit staff.
15. Should vocational/ITA be provided within the budget?
    a. Yes.
16. Can you provide an Excel version of the budget forms?
    a. Yes, see attached.
17. What are the current salary ranges for each position?
    a. We will provide a range based on position, this will be listed on the website.
18. What is the salary schedule for BSU Merit Staff?
    a. These salaries are not included in the budget allocation, therefore these salaries will not be shared.

Questions Regarding Programs & Services
19. There are a number of references to Child Care Services (CCS). Other than coordinating as a supportive services, should the references be disregarded?
    a. No, Workforce Center Staff are responsible for providing child care services to workforce customers. This included submitting paperwork and coordinating with CCS.
20. Page 9 Item A10, suggests WCS contractor is responsible for determining CCS eligibility. Is this an error?
    a. No, Workforce is responsible for determining eligibility and referring eligible customers to CCS.
21. Will the WCS also serve as the OSO?
    a. Yes.
22. Reference in the RFP were made to providing Child Care Services. Is this included in the scope of services to be provided?
    a. Yes, Workforce provides childcare for eligible Workforce customers.
23. Do the Workforce Center services encompass Choices, NCP, SNAP, etc., or will this be solely WIOA? If we are performing all of the services, how is that funding broken down?
    a. The WCS provides all program services. This will be decided during negotiations.
24. What is the anticipated service level for each group?
    a. Individualized and Training Services.
25. Page 18 (and several other pages) mention contract knowledge of Youth programs. Is Youth included in the RFP?
    a. Yes.
26. What is the current case manager staff to customer ratio?
    a. 35 to 3; however, this number will change based on increased enrollment.
27. How many employers are provided services through BSU this year?
    a. Over 1,000

28. What is the current case load for these positions – active, inactive, and follow up?
    a. See attachment.
29. What software tools are being used to track ITA and support services?
    a. Docubase is the current paperless system, this system is in place for one more year.
30. What kind of child care services must be offered?
    a. Yes must offer child care services to eligible workforce families. Coordinate paperwork, send eligibility documentation and work with CCS contractor.

Questions Regarding Organizational Chart

31. What is the current level of State Merit (ES) team staffing for each of the centers?
    a. See organizational chart.
32. What is the current staffing plan and salary structure for WCS team, by center?
    a. See organizational chart and range of salaries per position.
33. The BSU contractor is functionally responsible for Merit Staff – what is the current organizational chart for the Merit Staff – is there a Lead worker identified within the current Merit Staff structure?
    a. See organizational chart.
34. Can you provide a current staffing pattern by location, title, and salary range for each position (WCS and BSU)?
    a. See organizational chart.
35. Could you provide the current organizational charts for both RFPs, by location, staff title, and number of staff for each position (BSU, Choices, NCP, SNAP, etc.)?
    a. See organizational chart.
36. Is the current contract staff number 7 with an additional 6 ES TWC Staff?
    a. No, please see organizational chart.

Questions Regarding Program Performance

37. Could you provide the current program performance in a report?
    a. Yes, see attachment.
38. What will be the TWC required performance measure goals?
    a. The Board's contracted measures per TWC.
39. What are the current program deficiencies mentioned in the RFP?
    a. Lack of staff with program knowledge, low expenditures, failure to serve customers, being on a Choices TAP.
40. On page 19 C6, it asks for a chart showing performance of TWC measures. If we currently do not operate in Texas, what measures are required, as they vary in different states?
    a. The contracted measures for your state and those measures that are equivalent to the Texas contracted measures.

Questions Regarding Transition Contract

41. Will there be a transition contract in order to review and accept program files, inventory, procurement if needed for the debit cards, etc.? How long will this transition contract period be?
    a. Yes, but it is a very short timeframe as noted in the RFP timelines.
42. What is the timeframe for file review? Transition?
    a. The timeframe is short, based on the timelines. The Board CPA and Board monitor will also review these files during the transition period.

Questions Regarding Other and Clarification

43. What type of Employee Bonding Insurance are you requiring?
    a. Employee bonding insurance against theft or loss.
44. Does the Board currently operate a CRM tool to track business engagement?

        a. No.
45. Is subcontracting allowed? Can an entity prime the WCS and subcontract with another entity for BSU, to fully integrate services to job seekers and services to Businesses, with the prime entity being responsible for all services?
        a. Yes, but the contractor is still responsible for the outcomes.
46. What is the anticipated carry-in numbers?
        a. Not sure what is meant by carry-in numbers.
47. Can you further explain the SOP requirement? What programs do you need SOP's for? If we currently do not operate in the area, would SOP's developed from other areas be appropriate for the Workforce Brazos Valley operations?
        a. SOP's are required for all programs, per the SOP.
48. Can you provide the most recent monitoring report?
        a. We are not providing monitoring reports at this time.
49. Can you provide a breakdown of what was expended on client services YTD for this contract year (OJT, support services, etc.)?
        a. Not at this time.
50. What was the amount of disallowed cost for the Workforce Center and BSU last year?
        a. We will not be sharing that information for this RFP.
51. Are assessments provided, or will the winning bidder be require to purchase a license?
        a. Yes, the Board procures the assessment license, the contractor is charged for the assessment. Contract can procure assessment, but it will require Board approval.
52. Can you explain our level of supervision of other agencies (such as VR), or will it solely be coordination.
        a. Coordination of services with all agencies.
53. Can you provided a report of how the key measures for operation are tracked (page 14).
        a. Not at this time.
54. Please discuss the WSBVB's "contractor evaluation system" that is mentioned on page 9, item 24 of the RFP.
        a. This is a quarterly self-assessment/risk assessment.
55. What debit card services are currently being used? Are these services procured by the Board staff or the contractor staff?
        a. The Transcard system is being used now and is in place for another year. The Board procured the services. The Board is not opposed to a different system being utilized, however, it must be approved by the Board and properly procured.
56. During the bidder's conference, it was confirmed that Excel spreadsheets for the budget will be provided on 08/22/2019. Please advise if bidders will have the opportunity to ask questions concerning only the Excel files after they have been received.
        a. No additional questions will be allowed.

Final Budget Approved by WSBVB

PROGRAM DELIVERY	
Workforce Center	
Subtotal Operating Budget	$1,450,000
Training and Supportive Services	$626,000
WFC Direct Yearly Formula (not included in	
DY - Accounting Services	$14,175
DY - Office Space	$283,548
DY - Security	$1,890
Rent - Counties	$195,616
DY - Systems Administration	$268,293
DY - Copy/Fax Services	$5,688
DY - Reception/Internet/Local Phone	$83,161
DY -Printing	$10,163
Print Ads - Job Fairs, Business Related Events	$12,116
DY - Postage	$12,116
DY-Financial Literacy	$9,450

Contracted Measures
Board Summary Report - Brazos Valley
Year-to-Date Performance Periods
From TWC MPR June 2019 (Final Release)

WIOA Outcome Measures	EOY Target	Current Performance	Performance Outcomes
Employed/Enrolled Q2 (C&T Participants)	69%	69.95%	Meeting
Employed/Enrolled Q2-Q4 (C&T Participants)	84%	82.74%	Meeting
Median Earnings Q2 (C&T Participants)	$4,325.00	$4,826.54	Exceeding
Credential Rate (C&T Participants)	60%	66.67%	Exceeding
Adult Employed Q2	77.40%	84.40%	Meeting
Credential Rate - Adult	82.90%	81.82%	Meeting
Adult Employed Q4	85.70%	89.01%	Meeting
DW Employed Q2	87.20%	79.17%	Meeting
DW Employed Q4	81.10%	78.26%	Meeting
DW Credential	74.60%	66.67%	Not Meeting
Youth Employed/Enrolled Q2	73.80%	76.00%	Meeting
Youth Employed/Enrolled Q4	81.60%	77.50%	Meeting
Youth Credential	60.00%	41.67%	Not Meeting
Reemployment and Employer Engagement Measures (REEMS) Outcomes			
Claimant Re-employment Within 10 Weeks	54.99%	65.54%	Exceeding
Employers Receiving Workforce Assistance	1,196	1122	Not Meeting
SNAP Outcomes			
SNAP (ABAWD)	100%	100%	Meeting
SNAP (General Population)	350	277	Not Meeting
CHOICES Outcomes			
CHOICES	50%	38.33%	Not Meeting
Childcare Outcomes	1,293	1248	Meeting

Workforce Solutions Brazos Valley

List of Active and Inactive Cases

Active List - By Program

WIOA Program

WIOA Adult – 22 active cases

WIOA DW – 7 active cases

WIOA Youth – 6 active cases

SNAP Program

There are 33 SNAP E&T cases (Gen Pop).

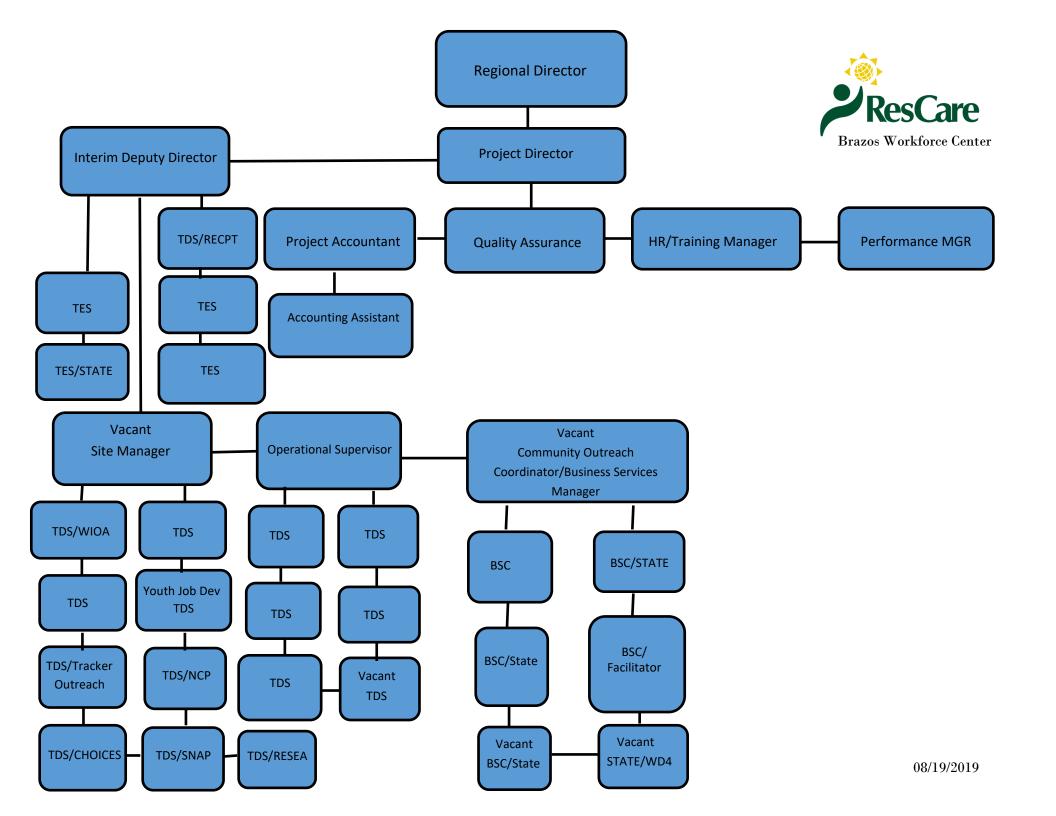There are 15 SNAP E&T (ABAWD).

Choices Program

There are 52 Choices cases.

Trade Adjustment Assistance Program

There is one TAA case.

Inactive Cases

There are 125 inactive cases.

ResCare
Brazos Workforce Center

Regional Director

Interim Deputy Director — **Project Director**

TDS/RECPT **Project Accountant** — **Quality Assurance** — **HR/Training Manager** — **Performance MGR**

TES **TES** **Accounting Assistant**

TES/STATE **TES**

Vacant Site Manager — **Operational Supervisor** — **Vacant Community Outreach Coordinator/Business Services Manager**

TDS/WIOA **TDS** **TDS** **TDS** **BSC** **BSC/STATE**

TDS **Youth Job Dev TDS** **TDS** **TDS** **BSC/State** **BSC/Facilitator**

TDS/Tracker Outreach **TDS/NCP** **TDS** **Vacant TDS**

TDS/CHOICES **TDS/SNAP** **TDS/RESEA** **Vacant BSC/State** **Vacant STATE/WD4**

08/19/2019

Workforce Solutions Brazos Valley Current Staff Patterns (This pattern is not indicative of how you should propose staffing. Please propose a staffing pattern that can be successful for you.)

Position	Pay Range	Count
Project Director	$79,000 - $90,000	1
Quality Assurance Manager	$52,000 - $55,000	1
Performance Manager	$62,000 - $65,000	1
Interim Deputy Director	$50,000 - $65,000	1
Business Services Manager	$45,000 - $55,000	1
HR/Training Manager	$37,000 - $42,000	1
Career Navigator/TDS	$15.00 - $18.00	14
NCP Career Navigator	$15.00 - $18.00	1
Business Services/Account Executive	$15.00 - $20.00	2
Operational Supervisor	$15.00 - $21.00	1
Project Accountant	$45,000 - $60,000	1
Accounting Assistant	$14.00 - $16.00	1
Administrative Assistant/TES	$12.00 - $15.00	4
Total Staffing		30