



Questions & Answers (Q&A)

RFP for Management & Operations of the Career Center System

(RFP Issued on April 2, 2019)

The following questions were received during the Pre-Proposal Conference on April 11, 2019 and during the Question and Answer period of April 11-22, 2019. The responses are noted below. Thank you for your interest and participation in the solicitation for the Workforce Solutions of the Coastal Bend Career Center System.

- Question #1: Is the van (mobile unit) managed by contractor?
Response: *Yes. The driver is an employee of the contractor and Board covers the insurance, maintenance, etc.*
- Question #2: Will the slideshow be available on the website?
Response: *Yes.*
- Question #3: Will there be an organization chart available with staffing by location and pay ranges?
Response: *Yes. The organization chart will be available by the end of the day with staffing positions by locations.*
- Question #4: Are the ITAs included in the budget?
Response: *Yes, ITAs and support services are in the budget but Board Fiscal staff will process the checks.*
- Question #5: On page 38, Item G, for the number of employees do you want the agency or workforce numbers?
Response: *We want the number that is specific or appropriate for this contract. .*
- Question #6: Have you begun the integration with Vocational Rehabilitation?
Response: *Yes, in rural locations, we have completed in Kingsville. Beeville is next due to an ADA restroom having to be built, and this location will likely be next over the next year or two. .*
- Question #7: Who is responsible for VR oversight?
Response: *Not directly, but we are looking for continuous integration and true partnership.*
- Question #8: Can you send the attendee list today.
Response: *Yes.*
- Question #9: Can you explain the 15% cap on indirect expense and 709 cost category?
Response: *For Management fee, cost category 709, and indirect expense there is a maximum of 15%; not all companies due to their size/structure have an indirect expense but if you do all combined cannot*

exceed 15%. Link in RFP was pulled up and C2 noticed one column said maximum of 12%? This is allowing room for the indirect expense; due to FMGC guidelines this is the maximum allowable if you have indirect in addition to cost category 709.

Question #10: On page 21, third paragraph does the Managing Director/PEO need to be in place before submitting a proposal?

Response: *Yes.*

Question #11: On the budget section there's a note that the NDW ended, is that accurate?

Response: *Yes, it was included to illustrate what the budget reflected at the beginning of the contract.*

Question #12: On page 36 in regard to the MOU partnerships are these your partnerships?

Response: *No, we have our MOUs with required partners we want to know what partnerships you've established.*

Question #13: Scope of the Request (RFP pages 6-7). This section states that contractors must maintain an Individual Training Account (ITA) and participant cost system to reflect accurate client service transactions and balances. Does the contractor need to bring additional accounting software for this function, or can they use the Gazelle database provided by the Board?

Response: *No, contractor can use the Gazelle software provided by the Board.*

Question #14: Scope of the Request (RFP pages 6-7). RFP states that Board will issue payment for training costs and support services, except for work experience; however the contractor is responsible for managing the funds and maintaining the Gazelle database to track all participant costs.

Can you clarify how you envision this process working and whether the ITA funds would become a part of the successful bidder's contract budget?

Response: *Yes, as in question #4 this is part of the contractor's budget. When budget is passed to contractor an amount is designated for participant cost; Contractor submits Board CFO and Contract Managers how they want to split out the participant cost and discussed/approved. Board Fiscal puts initial budgets into Gazelle; when used contractor staff completes vouchers from Gazelle and tracks actuals, encumbrances, and budget balance as activity occurs. This should be reconciled to board balances as part of the monthly close process by contractor.*

Question #15: Scope of the Request (RFP pages 6-7). Give that contractors are responsible for managing the funds, should bidders include the expected costs for direct participant training and support services in their budget? Please clarify if those costs are included in the \$7.2M allocated for this project on RFP page 31?

Response: *Yes, these costs are included in the participant budget as part of the total on page 31; participant budget includes support services, ITA's, apprenticeships, OJT's, etc. as a lump sum. Contractor will submit to Board CFO and Contract Managers how they plan to spend funds by category once approved Board Fiscal will load balances by category into Gazelle for tracking. Summary by funding tab of template (link on page 59) shows the participant/client category.*

Question #16: A. Type of Contract RFP page 22). Historically, what has been the number of participants engaged in work experience and the dollar amount allocated to work experience wages? Please provide the last two years' spending.

Response:

<u>Grant Name</u>	<u>Participants</u>	<u>Current Period Actual \$</u>
WIOA Youth		
	268	513,360.59
WIOA Adult		
	101	257,374.25
WIOA Dislocated Worker		
	29	71,613.88
Tanf/Choices		
	322	465,861.57

Question #17: A. Type of Contract (RFP page 22). Please provide historical spending on work experience wages (last 2 years).

Response: *See question #16.*

Question #18: Proposed Fiscal requirements and budget (RFP page 59). Note: Any expense for staff and related costs that are not housed in Board facilities will be coded as Management and Oversight and must be reflected accordingly in the budget.

Response: Please clarify if Overhead and SG&A costs are considered by the Board to be Management and Oversight costs, and subject to the capped percentages referenced in the RFP.
Yes, if they are not directly tied to a program/position; this will depend on your structure.

Question #19: Administrative Requirements (RFP page 25). The requirement that profit be limited to only direct wages seems to be more stringent than what federal regulations allow. Would the Board be willing to negotiate a reasonable profit not to exceed 10% of the bidder's proposed total costs?

Response: *No, if profit is allowed on 709 contractor will have incentive to spend maximum in order to maximize profit; DOL findings in previous years do not like variable profit models that maximize profit earnings based on expenditures. Profit based on Direct costs which includes participant combined with performance targets is a more justified model. Reference WD Letter 04-15, Change 2.*

Question #20: Administrative Requirements (RFP page 25). The RFP states that "All costs allocated to Management and Oversight are to be fully explained in the budget narrative, and the cost will be capped at 15% of direct wages excluding wages for Management and Oversight costs regardless of any approved indirect rate and subject to negotiations."

Response: Could the board clarify whether it intends for bidders to allocate their indirect costs to both program and non-program staff within these separate categories? Or, is this provision intended to limit both the administration and related indirect costs of administration to 15%?

Response: *Yes, you should demonstrate in your allocation method how you will allocate the management and oversight to the programs.*

Question #21: Scope of Request (RFP pages 6-7). Can the board clarify how many mobile units the successful bidder will be expected to operate?

Response: Contractor is expected to operate one mobile unit.

Question #22: Scope of Request (RFP pages 6-7). Does the board pay for the cost of insurance and maintaining the mobile unit?

Response: Yes.

Question #23: Scope of Request (RFP pages 6-7). Should the bidder include fuel costs for the mobile unit van(s) in their budget?

Response: No, driver will have a credit card to purchase fuel and board fiscal will pay directly.

Question #24: How many days per week is the mobile van operational, and what is the average miles per week driven by the mobile van? Knowing this answer will help bidder's anticipate fuel costs if intended to be part of the bidder's submitted budget.

Response: The board will pay for the purchase of fuel. The mobile unit's weekly schedule varies week to week, but is expected to be deployed Monday through Friday. There are times when it will be deployed on Saturdays for community events. It is also expected to be deployed for disaster relief response as needed.

Question #25: Item T (page 33). We assume a letter of collaboration that articulates the expectations for working together will suffice as a MOU document; please confirm.

Response: Yes.

Question #26: Item T (RFP page 33). Please confirm that the partners referenced in item T are in addition to mandatory partners required by WIOA.

Response: Yes.

Question #27: Local Initiatives (RFP page 9). For the YOU programs identified on page 9, please provide the average yearly program spending.

Response: Youth Opportunities Unlimited – WIOA Youth \$1,269,151.90; YOU Choose \$40,876.02; Texas Career \$8,959.87 and YOU Learn Educator Externship - \$107,485.07; and YOU Earn and Learn - \$162,975.24.

Question #28: Local Initiatives (RFP page 9). Is it the board's intent that the Youth Programs identified on page 9 are the intended programs the bidder will operate as part of its youth services, or is the board expecting additional types of youth services?

Response: WIOA Youth services are part of YOU! However, WFSCB's Board of Directors have charged the board team with seeking out additional revenue sources that will enable us to provide services to our future workforce in new and innovative ways. Additionally, TWC provides opportunities to boards to apply for special initiative funding. We ask our contractor to be open to these opportunities as they arise and would assure adequate funding is available to accomplish the goals of the initiatives.

Question #29: Funding (RFP page 31). For the youth funding identified on page 31, how much of these funds are spent on paid internships or work experience?

Response: Previous year 28%; however, requirements may vary by grant/program.

Question #30: Proposal Format and Preparation (RFP page 19). RFP Proposal Format and Preparation states, "all pages, except the cover page, sequentially numbered (including attachments) and unbound." Please clarify if the State will accept all pages in a three ring binder.

Response: The original hard copy for both the application and proposal should be unbound, but secured by either using a large binder clip or a three ring binder.

- Question #31: Program Operations. We noticed that the Falfurrias/Brooks County Career Center is described as "limited services" and reported traffic numbers for only the month of June 2018. Could you provide some insight into this location?
- Response: *This location is provided by Brooks County ISD and is located in a building with several other county offices. There is a very small computer lab and room for two team members. Hours are adjusted based on need and appointments scheduled. Orientations and mandatory appointments are scheduled as requested.*
- Question #32: Budget. If possible, please provide a salary range for each position.
- Response: *See Attachment A.*
- Question #33: Budget. Is furniture available for future use? If yes, how many desks, etc. are available? Is there an expectation that additional furnishings will be needed or for existing furniture to be replaced?
- Response: *Board provides and retains furniture.*
- Question #34: Budget. If the service provider purchases any equipment (office furniture, computer, etc.) who is expected to take ownership at the end of the program?
- Response: *If contractor needs equipment a request should be sent to the IT or Facilities mailbox and if approved board will purchase and retain.*
- Question #35: General/Format: 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: *Attachments which support a narrative or budget element are allowed. The narrative element should specifically address the attachment. If an unsolicited attachment is referenced in your proposal narrative it should reference the page number of the attachment in order to be considered by proposal evaluators. Marketing documents, letters of support, and such will not be reviewed.*
- Question #36: General/Format. Page 10 references 12 counties. Do you mean 11?
- Response: *Correct, it is 11 counties.*
- Question #37: General/Format. Page 28, Administration Requirements R states "...Private for profit corporations submitting a proposal must include a statement signed by an authorized representative of the corporation authorizing submission of a proposal." Please clarify.
- Response: *The sole purpose of this statement is to certify that he/she is the authorizing representative of the corporation authorizing the submittal of the proposal.*
- Question #38: General/Format. In regard to the Procurement Schedule on page 17 of the RFP, if an applicant moves on to the next step, will there be an opportunity to ask questions about the proposal process before the June 27 deadline?
- Response: *No. Questions will only be accepted during the Q&A period ending April 22, 2019, 5:00 p.m. (CST).*
- Question #39: General/Format. In regard to Attachment G on page 33 of the RFP, our records system does not allow for the retention of some contract details (contract number, for example) for ten years. Also, as a nationwide workforce service provider, we have more than 150 contracts annually and the list would be more voluminous than informative. With these factors considered, will a list of Texas-only projects with details as available be acceptable for this component?
- Response: *Yes.*
- Question #40: Please confirm regarding Page 33 and Attachment I, we are only required to provide copies of monitoring reports for similar projects in Texas.

Response: *Any Workforce Board, TWC, State or Federal agency.*

Question #41: Application – Are we meant to include the following items in the application if we have not yet been approved to submit the proposal? (They seem like more of items for the proposal.)

- Organization chart for the operation and management of Coastal Bend Career Centers (requested as Attachment B)
- Resumes of on-site leadership staff (requested as Attachment E)
- Job Descriptions (requested as Attachment F)?

Response: *Yes, these items are needed to identify qualified entities and to determine their expertise and experience to operate a career center system.*

Question #42: Since we would expect to hire some number of the existing staff in order to continue operations on October 1, can you provide the salaries for existing staff positions?

Response: *See attachment A.*

Question #43: On the Organizational Chart - What does "POC (TWC ES)" refer to? Is this a separate position? Do all staff in the office report to this individual as shown in the organizational chart? Please describe.

Response: *POC (TWC ES) is the center "lead" at both the Staples and Sunrise Career Centers. Both of these positions are currently held by Texas Workforce Commission-Employment Services Staff. This distinction is made because in the Texas Model, the Contractor has oversight of these positions and their roles in the center, but does not pay their wages and has to coordinate with TWC on roles and responsibilities based on their TWC classification. They work with the Center Manager and may assist in running the center operations.*

Question #44: On the organizational chart – in the boxes where it indicates that there are TWC positions, these are in addition to the positions listed in white? (For example, under Staples it lists "Resource Room Specialists – (2)" AND "TWC ES (4)" in the same box. So this would mean there are 6 Resource Room Specialists at Staples?

Response: *Yes.*

Question #45: On the organizational chart – the boxes marked "Alice WFS" and "Sinton WFC" – are these lead positions (like at Kingsville and Beeville) or just designating that the individuals below these boxes are in these centers?

Response: *The Center Managers listed for North and South are housed in Sinton and Alice respectively, therefore a Center Lead is not necessary.*

Question #46: On the org chart - Staples, Sunrise, and Sinton all list a custodian, but I cannot find mention of this in the RFP. Can you describe what these positions are for and what the expectation is of the contractor in regards to custodial services?

Response: *See question 58.*

Question #47: What are the current positions with salary ranges for all levels of staffing, including Workforce Managing Director, Local Management and Frontline Staff?

Response: *Refer to Attachment A.*

Question #48: What are the current fringe benefits offered, including health (vision, dental, life, supplemental) insurance, retirement and vested personal and sick leave (PTO)?

Response: *We do not maintain the information on the current benefits package of the current contractor and would expect the proposer would have one in place or propose one in the proposal.*

Question #49: What were the amounts of management fees billed for 2016, 2017 and 2018?

Response: *2016 - \$372,982.18; 2017 - \$285,812.48; 2018 - \$341,241.75*

Question #50: What were the operating amounts for 2017-2018 by program?

Response: *Ending budget for 2017-2018 FY*

WIOA Adult	1,029,834.48
WIOA Dislocated	889,954.95
Youth ISY	237,718.80
Youth OSY	730,205.56
TANF/Choices	2,289,500.00
SNAP E&T	301,881.35
SNAP E&T/ABAWD	72,481.43
Non-Custodial Parent (NCP) Choices	103,391.46
Child Care	44,707.27
Military Family Ends 04/30/18	19,857.05
Externships for Teachers Ends 02/28/18	20,000.00
Externships for Teachers NEW	26,740.00
Texas Veterans Commission	6,000.00
Employment Services	7,236.54
*Workforce Initiative-RWY 3	9,000.00
Workforce Initiative-Career in Texas Industries	15,320.83
Trade Act	148,933.51
Reemployment Services and Eligibility Assessment	130,566.60
National Dislocated Worker-Sector Partnership Ends 12/31/17	1,919.75
National Dislocated Worker (NEG) 4 Ends 4/30/18	336,850.06
NDW Disaster Grant Project TX-32	536,007.50
NDW Disaster Grant Project TX-32-Amendment	318,397.42
Rapid Response	22,104.53
Working Women Resource Coordination	30,000.00
Total	7,328,609.10

Question #51: What is the total amount of program dollars expended on ITAs issued for 2017-2018, separated by Adult, Dislocated Worker, Youth and TAA?

Response:

Grant Name	Current Period Actual \$
Trade Act	
	42,750.92
WIOA Dislocated Worker	
	1,246.00
Trade Act	
	105,399.05
WIOA Adult	
	141,037.61
WIOA Dislocated Worker	
	39,459.04

Hurricane Harvey	
	<u>27,140.40</u>
Total	<u>400,999.38</u>

Question #52: Were there any unresolved questioned costs for the period of 2016-2017 and 2017-2018?
Response: *No unresolved questioned costs.*

Question #53: Is there a list of fixed assets/equipment available?
Response: *All assets belong to the Board.*

Question #54: For those interested in the Managing Director option, does one only have to respond to #4 on Page 55 and A, 1,2,3 on Page 54?
Response: *No. One should respond to all parts of the RFP.*

Question #55: Does a budget have to be provided under the Managing Director option?
Response: *Only if that is the structure you plan to utilize for the contract.*

Question #56: Page 21 of the RFP states that the "Managing Director/PEO partnership must be in place prior to submitting a proposal" but on Page 55, #4, (1) asks for dates, proposals received and the entity selected. If one will not have a PEO selection until right before the submittal of a proposal, can one instead describe the procurement process to be used and the characteristics and experience sought in the PEO entity to be selected?
Response: *No. The Managing Director/PEO partnerships must be in place prior to submitting a proposal as stated in the RFP materials.*

Question #57: We appreciate the organization chart for the workforce structure. We are requesting the pay ranges for each of the positions, the number of staff for each position, and their job description.
Response: *See Attachment A.*

Question #58: Page 31, Footnote 1: "Child Care Allocation of shared cost for Telephone Operator and Janitor Expenses" – Please explain the arrangement of costs shared by Workforce One-Stop contract and Child Care contract. Who pays the janitor expenses – the Board or contractor(s)? Who procures the janitors?
Response: *Contractor pays for the receptionist and janitor; since child care is also at the Staples location child care funds are provided in contract to charge a share of wages, supplies, or any other costs related to these positions.*

Question #59: What is the current performance for 1) Entered Employment Related to Training and 2) Non Custodial Parent Entered Employment and Employment Retention?
Response: *Entered Employment Related to Training 74%*
NCP Entered Employment 86%
NCP Employment Retention 70%

Question #60: What assessment tools are currently being used?
Response: *TABE 11 & 12, Kenexa (Prove It)*

Question #61: What is the current contract budget for all labor (salaries & fringe benefits) and operational costs?

Response: *We do not maintain the information on the current benefit package and salaries for positions is up to the individual proposer, see attachment A for approximate salary ranges. Below is the current budget for direct wages/fringe (non-709) and operational costs:*

Wages/Fringe	Client/Other	Total
\$ 5,253,553.89	\$ 3,418,715.05	\$ 8,672,268.94

Question #62: Are there any open CAPs, TAPs, PIPs, Sanctions at this time? If so what is the reason for the corrective action?

Response: *TWC does not currently have the board on any CAPs, TAPs, PIPs, or Sanctions at this time.*

Question #63: On page 25, management and oversight cost category 709 is capped at 15 percent. What is the base figure for calculating 15 percent - total budget, direct labor costs, wages only, etc.?

Response: *Total Direct wages and other; excludes profit and client/participant expenses.*

Question #64: When is it anticipated that the Hurricane Harvey Initiative funding will end? The budget information on page 31 indicates \$60,000 for the full contract period.

Response: *\$60,000 is only for the Working Women's Initiative that is a sub-fund of Hurricane Harvey. Hurricane Harvey contract end date is 9/30/19 and the Working Women's end date is 8/31/19 but has a current request to extend until 12/31/19 but has not been granted.*

Question #65: On page 9, Coastal Compass Education and Career Resource center has how many staff assigned to that site. What are their job descriptions?

Response: *The contractor is responsible for 1 FTE that serves as a liaison between Coastal Compass and WIOA Youth services. The position assists Coastal Compass team member as needed.*

Question #66: On page 9, do the centers in Beeville, Alice, Falfurrias, and Kingsville also serve universal customers? Are there any issues in parking access to services?

Response: *Refer to question #31 regarding Falfurrias. Beeville, Alice, and Kingsville Career Centers do serve universal customers and parking has not been an issue.*

Question #67: On the organizational chart provided, are the positions on the upper left side of the page in blue, the corporate office staffing? On the upper right side, are these positions for the local contract?

Response: *Yes, the blue boxes on the left are corporate positions. Currently, all the positions to the left are located in the Coastal Bend, but may not be fully funded by the Coastal Bend contract.*

Question #68: Where are the veteran staff located?

Response: *Sunrise Career Center only.*

Question #69: What is the current caseload (active and follow up) for each of the workforce services - TANF, SNAP, NCP, WIOA A/DW, Youth, etc.?

Response: *As of 4/25/19, Inactive cases are includes as many services are 1-day and caseloads would be skewed if inactive cases are not included.*

Program	Active	Follow-Up	Inactive
WIOA Adult	98	39	87
WIOA DW	37	20	52

WIOA Youth	118	267	62
SNAP ABAWD	41		9
SNAP GP	25		5
TANF	104		7
TANF AP	4		0
TAA	21		1
NCP	30		4

Question #70: "Indirect" is found in both summary and detail tabs of the provided budget form. As a for-profit entity with no approved indirect cost rate, may we propose a "management fee" instead of indirect cost?

Response: *Yes, however management fee is included in cost category 709; reference WD Letter 04-15 Change 2.*

Question #71: In the "Summary by Funding" tab of the provided budget form, "Profit" is a separate column, not part of cost category 612 or 709. However, in the "Summary -1 Stop" tab there is no separate column for profit, only 612 and 709 cost categories are listed. May you please clarify where should we list profit?

Response: *Profit is limited to no more than 10% of direct wages excluding wages for Management and Oversight but shall not be excessive. Profit can be listed on the Summary by Funding tab only if proposer is a for profit entity.*

Question #72: In regards to the cost allocation plan, do we need to prepare a specific one for Coastal Bend proposal or may we submit our current cost allocation plan?

Response: *It needs to be specific to Coastal Bend.*