



QUESTIONS & ANSWERS
RFP for Management and Operation of Career Center System
(Including Youth Services)
RFP No. 23-05
April 27, 2023

Q1. Regarding the mobile unit, I did not see a mobile unit operator or driver in the staffing list. Who staffs it and how many individuals are needed to staff it?

A1. The mobile unit is staffed by Career Center staff. Typically, the mobile unit is staffed by one person, however, in the case of high-volume events, a second person from the Career Center will assist.

Q2. Who is responsible for paying the auto insurance on the mobile unit?

A2. WFSCB pays for the auto insurance on the mobile unit vehicle. The contractor is responsible for the auto insurance of the staff person assigned to the mobile unit.

Q3. Can the Board provide a copy of the current organizational chart for staff and management, including all current staffing by location?

A3. Yes, please see document titled "Organizational Chart."

Q4. Can the Board provide job descriptions for current staff and management?

A4. Yes, please see document titled "Job Descriptions."

Q5. Can the Board provide caseload numbers by program by center for the past 2 years?

A.5. Yes, please see charts below:

October 2020 - September 2021

WIOA - Adult	WIOA - Dislocated	WIOA - Youth	TAA	N.D.W. Covid 19	Choices	NCP	SNAP Gen-POP	SNAP – ABAWD
Fund (10)	Fund (20)	Fund (30)	Fund (121)	Fund (210)	Fund (89)	Fund (179)	Fund (87)	Fund (88)
352	244	222	2	160	89	58	0	322

October 2021 - September 2022

WIOA - Adult	WIOA - Dislocated	WIOA - Youth	TAA	N.D.W. Covid 19	Choices	NCP	SNAP Gen-POP	SNAP – ABAWD
Fund (10)	Fund (20)	Fund (30)	Fund (121)	Fund (210)	Fund (89)	Fund (179)	Fund (87)	Fund (88)
328	147	177	1	310	211	52	248	339

Q6. Re Management and Oversight (Cost Category 709) costs, what does the Board require as appropriate documentation demonstrating the benefit to the program for that expenditure, and in accordance with the TWCb FMGC?

A6. If you charge actual expenses, you must have documentation of how those individuals benefit the contract. Any travel or other expenditures require the same documentation as cost category 612. If it is an allocation, it should be detailed of what positions are allocated and be described in the cost allocation plan.

Q7. Re approximate available funds (page 30 of 63), should we not include the following funds for BCY24 (10/1/23-9/30/24):

- WIOA Additional Adult/DW (\$230,000)
- WCI Short-Term Child Care Training (\$61,110)
- NDW/COVID (\$120,000)
- Apprenticeship Texas (\$4,355)

A7. WIOA Additional Adult/DW (\$230,000) – No
WCI Short-Term Child Care Training (\$61,110) – No
NDW/COVID (\$120,000) – No

Apprenticeship Texas (\$4,355) – No, but we do competitively go out for this when applicable and any other grants that TWC advertises competitively or voluntarily.

Q8. Please describe how the WIOA Middle Skills Employment Supplies funds are used/distributed?

A8. Grant will expire 11/30/2023; this grant was included in the RFP to demonstrate WFSCB will opt in for other funding(s) offered to serve the job seekers. Specifically, this grant is for individuals NOT enrolled in WIOA who meet basic eligibility. The funds will assist individuals trained by partner entities (non-profits, community programs, other state agencies) to provide certifications for middle skills occupations; in purchasing specific items required by the employer and/or support services needed as condition of employment.

Q9. Please describe how Child Care - Fund 2373 is used?

A9. This is to be utilized for cost sharing in the one-stop center for the one-stop providers routing of calls, customers, etc. attending a non-profit entity or community program that provides training and certification for middle skill occupations (beyond a HS and less than a four-year degree) and have a job offer in hand. Expenditures for participants would include supportive services that are specific to the job such as work clothes, tools, etc.

Q10. During the bidder’s conference, the Board identified that the Mobile Unit was operated by contractor staff. The current staffing chart included in the RFP (page 12 of 63) does not clearly identify Mobile Unit operator(s) position title. Which position title includes the Mobile Unit operator(s)?

A10. Customer Service Facilitator. Regardless of title, the individual should be able to have customer service skills and be able to serve customers from the mobile unit.

Q11. How many Mobile Unit operators does the Board require?

A11. At least two, primary and backup.

Q12. Does the Mobile Unit require an operator with a CDL?

A12. No.

Q13. Re Attachment T (List of agencies which have MOUs with your organization), can a proposer who is not currently operating in the Coastal Bend area provide a list of MOUs from the area(s) where they currently operate?

A13. Yes, proposer may list MOUs they have from partners outside of the Coastal Bend. The Board has MOUs with AEL & AARP. The contractor has no MOU's.

Q14. Can the Board provide established cost limits and average participant costs for direct client services by fund stream?

A14. Desired participant average cost is 30%. The historical budget example in the RFP is based on historical data. Reference board policies on website 4.0.101.13 Support Services, 1.0.113.06 OJT, 4.0.100.06 Incentives/Stipends regarding specific types of expenditures and limits. [Board Program Policies - Workforce Solutions Coastal Bend \(workforcesolutionscb.org\)](http://workforcesolutionscb.org)

Q15. Does the Board provide all the equipment necessary for operation of the Career Center System, and are there any associated costs that bidders need to incorporate into proposed budget(s)?

A15. The Board provides all equipment except specialty consumables such as headsets, HR accommodation items, etc. No costs known that bidders should incorporate.

Q16. Besides TWIST, WIT, & COLTS, what other software/systems is the contractor required to use, and are those costs covered by the Board?

A16. Premier virtual job fair (board), Freshsales, Breezy, Office365/powerBi, PrsimHR, Web Benefits Design, KRONOS, and ZipWhip.

Q17. Are there any state-imposed Technical Assistance Plans or Corrective Action Plans, currently, for this Board area?

A17. None currently.