

FY17 WORKFORCE SERVICES

REQUEST FOR PROPOSALS

BIDDERS CONFERENCE

MARCH 30, 2017

10AM

QUESTIONS AND ANSWERS (Including questions submitted through April 6, 2017):

Question 1: Can monitoring documents be provided electronically only in lieu of paper copies?

Answer: Proposers may include one DVD with their proposal. It may contain the following items:

1. Monitoring documents.
2. Other required attachments that are longer than 30 pages (e.g., personnel or financial policies, etc.)

Requirements for the DVD are as follows:

1. DVD must be readable in a common desktop/laptop DVD drive. No Blue Ray or uncommon high-capacity discs.
2. DVD is to be placed in a flat pouch that's attached to an 8.5" x 11" sheet of paper and placed directly behind the proposal cover sheet.
3. The contents of the DVD are to be listed on the sheet it's attached to.
4. All copies of the proposal must include a copy of the DVD.
5. The proposer's name must be written on the DVD.

Proposals that include a DVD must also include notations or pages, where applicable, that direct reviewers to the DVD for expected content.

Question 2: Can Audit Reports be provided electronically only in lieu of paper copies?

Answer: Only one original audit report is required. It must be a hard copy.

Question 3: 2CFR200 allows for a negotiated indirect rate. Can you confirm your willingness to negotiate an indirect rate?

Answer: Proposers are welcome to propose a budget that includes an indirect cost rate that they believe meets the requirements in the Uniform Guidance. Additional action that may be

needed with regard to the selected proposer's indirect costs will be determined during proposal review and award, and will be addressed during contract negotiations.

Question 4: Can we provide current staffing level by office and salaries by center staff?

Answer: Yes. A chart showing current staffing by position and center is attached.

Question 5: Can you identify who is in the room today?

Answer: Yes. (Everybody present introduced themselves.)

Question 6: Do we provide a case management system or expect a vendor to provide one?

Answer: No. The State of Texas provides the TWIST system for case management.

Question 7: Will we allow the cost of the virtual private network for an entity's access to their internal system?

Answer: We'll give a qualified yes to that: 1) Do we benefit from access to your internal system? 2) Is it a reasonable cost that you're proposing? Within those parameters, yes we are willing to consider that.

Question 8: On the Administrative Management Survey (Question #2) you ask for a copy of the written personnel policies. In our case that would be more than 150 pages. Do you want the whole manual, or will a description of the policies suffice?

Answer: See answer to Question 1, above.

Question 9: On the Proposal Responsiveness Checklist you ask that the most recent audit be attached to only the Original proposal, rather than included in the eight copies submitted. Does this guidance also apply to the personnel policies, monitoring reports and job descriptions?

Answer: No. All proposal copies should contain all requested documents, except for the audit report.

Question 10: Is the narrative strictly limited to 50 pages, or is that a recommended length?

Answer: It is a recommended maximum.

Question 11: RE Proposer References: Just to clarify, at the bottom of the form are you asking us to enter our organization's name as "Bidder," and then sign and date the form, to give our permission for soliciting input from the three references?

Answer: Yes, that is correct.

Question 12: Are you requesting a pin drive with the budgets and/or any other elements, in addition to the original and eight hard copies?

Answer: No.

Question 13: Page 5 of the RFP, first bullet point: Please clarify this statement. Is eligibility for career services (beyond basic services) in the WIOA Adult program less restrictive in Tarrant County than federally prescribed?

Answer: We follow the TWC WIOA Guidelines and have established priority groups for our contractor.

Question 14: Page 15 of the RFP: Are representatives from the Ancillary Partners onsite in the career centers full-time, part-time, as needed, or not at all?

Answer: Depending on the program, it may be any of the above.

Question 15: Page 23 of the RFP, 11th bullet point: What other agencies/programs be located at the career centers (i.e., child care)? Is the expectation for the selected contractor to be responsible for functionally managing/directing staff from other agencies in addition to its own staff?

Answer: Child care is located in its own office. The workforce center contractor will supervise its own staff, and will cooperate with regional TWC management in the supervision of the local ES staff.

Question 16: What is the current staffing structure for these services? If possible, please provide a salary range for each position.

Answer: A chart showing current staffing by position and center is attached to this Q and A document.

Question 17: How many individuals have participated in paid work experience and OJT, as well as received an ITA in the past 12 months?

Answer: We decline to provide this information. Your proposed service strategies should drive your targets for these services.

Question 18: Page 19 of the RFP, TANF/Choices section: Should bidders budget for transitional child care (mentioned as a supportive service)?

Answer: No. The child care contractor is allocated the funds to pay for transitional child care.

Question 19: Page 41 of the RFP, Budget Funding table: Are the following items included in

the “Direct Client” funds listed in the table, or in the “Personnel, Operations, Indirect, Profit” funds?

- Paid work experience (described on page 17)
- ITAs for training (described on page 19)
- Supportive service costs (described on page 22)

Answer: These are direct client costs.

Question 20: Please confirm budget narratives, separate from the forms provided, are not required for the Transition Budget and Annual Contract Budget.

Answer: You are requested to detail your budgeted amounts on the various forms that are included. No additional narrative is requested.

Question 21 Are tables, charts/graphs, and graphics subject to the 12 point, Arial/Times New Roman requirements?

Answer: No.

Question 22 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?

Answer: Please do not submit attachments that are not requested in the RFP.

Question 23 Please confirm headers and footers are allowed within the 1 inch margins.

Answer: Yes, that is allowed.

Question 24 Proposal Narrative: Is it allowable to provide the following items as attachments to the Proposal Narrative, instead of within the narrative itself? If yes, should these be located immediately behind the Proposal Narrative section?

- List of any litigation over the past five years (pg 24, Criteria 1, question 4)
- Organization chart (pg 25, Criteria 2, question 2)
- Customer Flow (pg 25, Criteria 2, question 6)
- Customer Service Standards (pg 26, Criteria 2, question 11)
- Proposed transition plan (pg 26, Criteria 2, question 14)
- List of grants (pg 27, Criteria 4, question 5)
- State-generated reports (pg 27, Criteria 4, question 7)
- List of recognitions and awards (pg 27, Criteria 4, question 8)

Answer: Yes, you may provide those items as attachments to the narrative. Placing them immediately behind the narrative would be a good place for them.

Question 25 Proposal Narrative: We have operations in more than 400 locations across the US. In the interest of brevity and in an effort to be green, is it allowable to provide the following information for similar programs managed in Texas only?

- Average Turnover Rate for current contracts (pg 26, Criteria 3, question 2)
- List of grants (pg 27, Criteria 4, question 5)
- State-generated reports (pg 27, Criteria 4, question 7)

Answer: Yes, limiting your responses to Texas projects is acceptable.

Question 26 Page 27 of the RFP, Criteria 5, question 2: Should the Indirect Cost Rate Plan approval letter be provided immediately behind the Proposal Narrative section, the Budget forms, or in a different place?

Answer: This would be an attachment to the Financial Management Systems Survey.

Question 27 Page 34 of the RFP, item 12: Is there a specific form private, for-profit bidders should use as their signed statement authorizing submission of the proposal? Is this the same request made on the Administrative Management Survey (item 13)? If no, where should the signed statement be located in the proposal response?

Answer: The Certification of Legal and Signatory Authority is the form to be used for this purpose. If applicable, Board minutes may be attached to document authority. You may include this as an attachment to the Administrative Management Survey, or place it directly behind the Proposal Cover Sheet.

Question 28 Page 37 of the RFP, first bullet point: Where should the Certificate of Good Standing/Account Status be located in the proposal response?

Answer: Include this with the attachments to the financial management survey.

Question 29 Page 38 of the RFP, Section XV: This section indicates all forms in RFP Package 2 – Forms and Attachments are to be completed and submitted. Please advise if this includes the Letter of Intent. If yes, where should it be located in the proposal response?

Answer: The letter of intent was an optional notification due to the Board by April 6th.

Question 30 In an effort to be green, is it allowable to provide the following items electronically (i.e., USB) instead of as hard copy in the original proposal? These items are approximately 1,000-plus pages.

- Personnel policies (Administrative Management Survey, item 2)

- **Accounting procedures (Fiscal Management Survey, item 27)**

Answer: Refer to question 1, above.