

Exhibit A

Program Details & Forecast

Current Program Information

The following information is background information relevant to the CCMS RFP. In addition to the standard performance measures, other performance measures are incorporated into the resulting contract.

1. The Contractor is currently expected to provide child care services to approximately **5,582** of Mandatory and Discretionary children at any given time.
2. There are currently approximately **1,230** children referred for CPS care.
3. There is a total of **629** Providers of which **115** are TRS and **10** Relative Care.
4. The wait list for care is averaging **12,000** at this time.
5. The Contractor is processing approximately **471** checks a week averaging a total of **\$800,000**.

Current Resources

1. **Staffing** -- Currently there are approximately 51 CCMS (FT) staff working with the current contractor in one office location separate from the workforce centers. Although, the Board encourages any organization awarded funds through this RFP to give first consideration in employment to current CCMS employees who may be displaced as a result of this procurement, bidders should make an independent analysis and projection for necessary staffing. The scope of staffing must include a full-time Director, staff to oversee the claims processing functions, an Automation Specialist, transition planning and the consideration of qualified available child care professionals currently employed by the system.

After award of a contract and in the event functional revisions become necessary due to mandated legislative changes or other actions, the Board may negotiate changes to staffing levels within the contract. Action chosen for changes in staffing are the separate responsibility of the contractor, including any litigation arising from these actions.

2. **Equipment and Facility** – The current contractor has the facility and infrastructure for the operation of the program. The current contractor is operating the program as a Tele-Center. Services are primarily conducted via telephone, email, fax, or website. There are walk-ins to the physical office as well.

The contractor will assume this responsibility and invoice the Board monthly on a cost reimbursement basis for consumable supplies. The Contractor includes the cost of postage for the mail meter and the costs of office supplies in their budget. Additional equipment and materials is a negotiation item and must be procured using TWC guidelines.

3. **Technology** – The current contractor has all the equipment necessary to perform the functions outlined in the RFP including computers, tablets, printers, scanners, copiers, telephone system, faxes and fax server, and network connectivity.
4. **Budget** -- Budgets for the purpose of this procurement must include as applicable and not limited to, salaries, benefits, travel, training, facility, phones, utilities, postage, maintenance and

repair, consumable office supplies, insurance and bonding, audit services, professional services, and profit or performance incentives.

While the Board anticipates a cost reimbursement contract as stated in Part 1.14 (A. Contract Type), in the event the successful bidder requires cash advances to perform services, the contractor must comply with TWC Financial Manual for Grants and Contracts requirements for cash on hand, collateralization and liquidation of advances.

5. **Expected Program Outcomes** -- In order to provide successful child care services, the Contractor must achieve a Meeting or Exceeding status for units of care on a monthly basis as shown below:

Performance Status Methodology

Not Meeting	94.9% or below
Meeting	95.0% to 97.9%
Exceeding	98.0% to 100.0%
Meeting	100.1% to 102.0%
Not Meeting	102.1% or above

The methodology for performance is subject to change.

Contractors must also meet the expenditure benchmarks outlined in Chapter 800 of the TWC rules. Currently there is only one contracted performance measure for child care. WSTC is requesting respondents to submit proposals based upon the current TWC CCMS performance measure to attain 5,582 units of care per day.

EXHIBIT B

DEFINITIONS OF KEY TERMS

- A. APPLICANT means an individual who applies to the Contractor for services under the act. An applicant must meet the eligibility requirement of one of the funding categories in order to receive subsidized child care.
- B. AUDIT is a systematic review by a CPA to determine and report whether an organization's financial operations are being properly conducted, financial reports are being presented fairly and applicable laws and regulations are being complied with.
- C. BIDDER denotes the interested party, the audience for this RFP document, and the probable respondent to the solicitation.
- D. BIDDER'S CONFERENCE is a conference scheduled in conjunction with the RFP process to offer technical assistance to explain or clarify the RFP document and to answer questions. This conference is the only opportunity afforded potential bidders to obtain guidance on the scope and nature of the work required or ask other technical questions concerning a solicitation. All questions on such matters will be asked and answered in written form. Attendance at the Bidders' Conference is not mandatory, but is strongly encouraged. Note: All board members, officers, and staff are precluded from entertaining questions concerning a proposal or the procurement process outside the confines of the Bidders' Conference. Potential bidders are asked to respect these conditions by not making personal requests for assistance, except at this Bidders' Conference.
- E. BOARD refers to the Tarrant County Local Workforce Development Board, Inc., dba Workforce Solutions for Tarrant County.
- F. CCDF means the Child Care and Development Funds; a funding source for child care services.
- G. CHILD CARE AUTOMATED ATTENDANCE (CCAA) is a system for attendance tracking that gives the responsibility for reporting attendance and absences to parents. Attendance is reported using an attendance care (CCAA card) at the point of sale (POS) machine or through an Interactive Voice Response telephone system.
- H. CHILD CARE MANAGEMENT SERVICES (CCMS) is the term used to describe the system of management and child care programs to ensure that appropriate child care is available to eligible low income families, under several different programs. The system included fiscal management; determination of eligibility and authorization of child care for customers; provider recruitment, training, oversight, and payment via the Child Care Automated Attendance system; and promotion of resources and training to improve the availability and quality of child care in the community.
- I. CHILD CARE PROVIDERS are local child care facilities that sign a contract with the CCMS Contractor to provide care for the CCMS referred children.
- J. CHILD PROTECTIVE SERVICES (CPS) is a division of the Texas Department of Family and Protective services. This division protects children from abuse, neglect or exploitation.

- K. CHOICES a term describing the service delivery model developed by the TWC with primary emphasis on the employment of adult welfare recipients, including a “work first” strategy with private, unsubsidized employment at the earliest opportunity.
- L. CONTRACTOR refers to an entity which receives financial assistance from the Board for the purpose of administering Board programs, projects, or parts thereof. A contract establishes a legal obligation to perform the services specified for agreed upon cost.
- M. COST PRINCIPLES refers to facts that all cost reimbursed via Board funds must be reasonable, necessary, allowable and allocable. These principles are defined as follows;
- REASONABLE/NECESSARY COST: A cost is reasonable if, in its nature or amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost. Consideration shall be given to: (a) whether the cost is a type generally recognized as ordinary and necessary for the operation of the organization or the performance of the award; (b) the restraints or requirements imposed by such factors as generally accepted sound business practices, arms length bargaining, Federal and State laws and regulations, and terms and conditions of the award; (c) whether the individuals concerned act with prudence, considering their responsibilities to their organization, employees, customers, the public at large, and the Government; (d) whether costs are consistent with established practices of the organization and do not unjustifiably increase the costs. Reasonableness of costs may be established by comparison with other proposals (best price – same product), historical data, comparison with prior in-house costs, and/or comparison with similar labor market costs.
 - ALLOWABLE COSTS: “To be allowable, a cost must be necessary and reasonable for proper and efficient administration of the program, be allocable thereto under these principles, and except as provided herein, not be a general expense required to carry out the general (i.e. non-Board funded) business of the sub-recipient. Costs charged to the program shall be consistent with those normally allowed in like circumstances in non-federally sponsored activities and with applicable state and local law, rules, and regulations...” Part 667 – Administrative Provisions under Title I of the Workforce Investment Act, Subpart B of the Final Rule and Regulations identifies costs, which are not allowable under WIA, and should be ready by all bidders.
- N. DISCRETIONARY CHILDREN are children who are served as funding is available and included in the At-Risk eligibility characteristics.
- O. FINANCIAL MANUAL FOR GRANTS AND CONTRACTS (FMGC) The Texas Workforce Commission has been charged with the state level administration of the workforce-related services and this manual provides uniform administration and financial system management guidelines to be followed in operating and administering all federal or state programs funded through the Commission.
- P. GRANT means the Child Care Assistance System funds awarded to the Board by the Texas Workforce Commission (TWC), an agency of the State of Texas.

- A. HISTORICALLY UNDERUTILIZED BUSINESS (HUB) is a business at least fifty percent owned and operated by minority group members, as defined by State law. Federal regulations define Disadvantaged Business Enterprises (DBE) and Minority or Woman Owned Business enterprises (MWBE) as a publicly traded or privately owned business, at least fifty-one percent of which is owned by minority group members determined to be disadvantaged. Minority members include Blacks, Puerto-Ricans, Spanish-speaking Americans, American Indians, Eskimos, and Aleuts, Asian Pacific Americans, and Asian Indians. Female owners or female owned businesses are also considered to qualify as minority business enterprises. Such businesses will be offered maximum opportunities to compete for Board contracts. The Board recognizes certification by two agencies:

Texas Building and Procurement Commission
State of Texas HUB Program
1711 San Jacinto Boulevard
Austin, Texas 78701
Phone: (512) 463-5872

North Central Texas Regional
Certification Agency
616 Six Flags Drive
Arlington, Texas 76011
Phone: (817) 640-0606

- R. INCLUSION SERVICES are services provided to children with disabilities (functional needs). Inclusion customers require assistance to perform major life activities or tasks that are within the typical chronological ranges of development.
- S. MANDATORY CHILDREN are children who are required to be served and included children from the following eligibility characteristics; Choices, TANF Applicant, SNAP E&T, and Former DFPS.
- T. QUALIFIED VETERAN is a person who served in the active military, naval, or air service, and who was discharged or released there from under conditions other than dishonorable as specified at 38 U.S.C. 101(2). Active services include full-time duty in the National Guard or Reserve component, other than full-time for training purposes.
- U. REGS OR REGULATIONS means those rules, regulations, and their amendments, promulgated by the United States Department of Labor (hereinafter called U.S. DOL) and/or the Texas Workforce Commission and other specific funding sources made available to the Board through TWC.
- V. RELATIVE CARE is the choice of a parent to select a provider who is a specific relative of the child (a great-grandmother or great-grandfather, a grandmother or grandfather, an aunt or uncle, or a sibling who is 18 years or older who does not reside in the home with the other children) and is "Listed" with Child Care Licensing. A licensed or registered child care provider who is not a CCMS provider may be chosen as a RELATIVE CARE provider when necessary.
- W. STATE means the TWC and/or the Governor of the State of Texas.
- X. SUPPLEMENTAL NUTRITIONAL ASSISTANCE PROGRAM (SNAP) is a program to assist food stamp recipients to enter employment and training activities which promote long term self-sufficiency authorized under the Food Stamp Act of 1997, as amended by the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (also called the Welfare Reform).
- Y. TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF) is a program provided through the Texas Department of Human Services to persons meeting certain residency, income and resource

criteria as provided for under the Personal Responsibility and Work Opportunity Reconciliation Act and the Temporary Assistance for Needy Families block grant.

Z. TEXAS HEALTH AND HUMAN SERVICES COMMISSION (HHSC) is the state agency responsible for providing social, financial, and medical services to low-income families and children, through funding from federal, state and local funds.

AA. TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES (DFPS) is the state agency responsible for licensing and registering child care providers and for protection of abused and neglected children and adults.

BB. TEXAS RISING STAR Program is a voluntary program offering child care providers the opportunity to participate in a voluntary plan to improve the quality of child care by meeting program criteria that exceed the minimum standards for Child Care Licensing.

CC. THE WORKFORCE INFORMATION SYSTEM FOR TEXAS (TWIST) is the automated Management Information System; also called Client Management System.

TERMS NOT SPECIFICALLY DEFINED above or elsewhere in this document shall be construed as defined: in the CCDF; the Regs, in the WIOA; any amendments pursuant thereto; TWC Financial Manual for Grants and Contracts, TWIST Manual, TWC Child Care Guide, state policy/issuances or other applicable laws; or such usage as is commonly accepted by funding agencies and Board.