

Workforce Services (RET)
RFP
Offerors' Conference
Q & A
April 14, 2020

Email Requests for Clarification/Questions Prior to the Conference:

1.	In light of daily changes in travel ability and recommendations from the CDC due to the spread of Coronavirus (COVID-19), please advise if a dial-in/web conference will be made available for the bidder's conference scheduled for April 14.
	Yes, CSSF will host an on line Offer's Conference.
2.	To maintain ultimate flexibility in light of the escalating nature of Coronavirus (COVID-19), please advise if electronic submission of proposal responses will be accepted in lieu of a hardcopy. Hardcopies require in-person production of the proposal which may not be possible due to daily changes in company policies across the nation and recommendations from the CDC. Additionally, an electronic submission of the proposal will ensure timely submission, regardless of changes in policies, travel disruptions, and potential organizational closures for shipping companies.
	No, CSSF will not accept electronic submissions because the RFP process is a blind bid process. A respondent has the ability to omit any identifying information on a hard copy submission; however, on an electronic submission the corresponding electronic footprint would compromise the identity of the respondent and therefore compromise the integrity of the RFP. Respondents should make every effort to submit their proposals in a timely manner via FedEx, UPS, USPA or other courier service.
3.	Budget Forms has a field for "Agency Name," however according to the RFP page 24 Budget Section "Budgets that include identifying information will be deducted one point per occurrence." In order to be compliant and not have points deducted, please clarify if you want our name or the "ten-digit alpha-numeric code" listed on Attachment H.
	The respondent shall prepare the proposed budget in a manner that ensures there is no information on any page that identifies the organization submitting the budget as indicated on page 24 of the RFP. The alpha-numeric code should be used wherever there is a request for an respondents name.
4.	RFP page 24 Budget Section "Budgets that include identifying information will be deducted one point per occurrence." Does this apply to the budget narrative or only the budget forms?
	The proposed budget shall be prepared in a manner that ensures there is no information on any page that identifies the organization submitting the budget as indicated on page 24 of the RFP. The alpha-numeric code should be used wherever there is a request for an respondents name.
5.	Page 24 Budget Section, sub section Attachment G states "One (1) legible original paper copy, and one (1) electronic copy shall be saved on the USB flash drive in Microsoft Excel format of Attachment G are required to be submitted." Is this to be submitted in a separate sealed envelope?
	The respondent should submit their proposal as detailed in Part IV, Evaluation Process and Selection Criteria on pages 19 -27 of the RFP.
6.	Attachment G is currently provided in Microsoft Word. Will Attachment G be provided in Excel format?

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	The Attachment G is a cover sheet and the respondent should use the format in which it was provided.
7.	Page 24 Budget Section sub section Attachment I states “The budget narrative shall be submitted with Attachment I (Budget Forms). One (1) legible original paper copy, and one (1) electronic copy saved on the USB flash drive in Microsoft Excel format of Attachment I (Budget Forms) are required to be submitted.” Please clarify that this is supposed to say the budget narrative shall be submitted with Attachment H (budget forms).
	Yes, CSSF has corrected Page 24 to read: Attachment H (Budget Forms)
8.	Please confirm that the budget narrative is to be submitted in Word.
	The respondent should submit their proposal packages following the instructions as outlined in Part IV, (B)(5) Proposal Format, Content, and Organization on page 24 of the RFP.
9.	Please confirm if Attachment H (Budget Forms) and the Budget Narrative are to be submitted together in a separate sealed envelope.
	The respondent should submit their proposal packages following the instructions as outlined in Part IV, (A) Submission Guidelines and Part IV, (B) Proposal Format, Content, and Organization on pages 19 to 26 of the RFP.
10.	Attachment H (budget forms) is missing formulas throughout the Excel sheet. Will new forms be released with completed formulas for all categories?
	CSSF has posted a revised Attachment H to the CSSF website for all respondents. Respondents should utilize this form in their responses.
11.	Please confirm Attachment I: Budget Narrative Instructions do not need to be returned with the proposal response.
	The respondent should submit their proposal packages following the instructions as outlined in Part IV, (B)(5) Proposal Format, Content, and Organization on page 24 of the RFP.
12.	Can lines be added to the budget forms within Attachment H if needed?
	Yes, a respondent may add additional lines to the budget proposal as needed.
13.	According to page 19 of the RFP, the USB flash drive cannot be password protected. Our company policy requires USB drives be encrypted, however, we can provide the password printed directly on the USB. Is this acceptable?

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	The respondent should submit a USB flash drive without password protection as indicated on page 19 of the RFP.
14.	Please confirm that tables, charts, graphs, and other illustrations are permitted to be smaller than the 12-point font, Times New Roman requirement, if legible.
	In the RFP on page 19: "Proposal Format, Content, and Organization" it states that all proposal components shall be written and submitted in Times New Roman 12 point font, and packaged and labeled separately.
15.	Page 20 of the RFP requests attachments such as organizational chart, resumes, and job description. Please confirm these attachments are to be packaged with the narrative.
	No, the requested information can be submitted as a physical attachment and referenced in the narrative. All requested information should be submitted in the same envelop.
16.	RFP page 20, 2. Organizational Experience, last sentence of paragraph one states: "Applicable attachments for this section are to be saved in a PDF format on the USB flash drive." What attachments would be applicable?
	The respondent should submit any documentation that a respondent has that would support the organizational experience that the respondent is claiming to have in their proposal. i.e. contracts, MOU's, etc.
17.	Are proposers to return a copy of the "Due Diligence Review" Tool (Attachment K Excel file) with our proposal?
	The respondent should not return Attachment K (Due Diligence Review Tool) nor include it with the due diligence documentation as part of the respondent's submission package. Attachment K is for informational purposes only, as well as, to aid the respondent in gathering and evaluating their responses.
18.	Please confirm Attachments M, N, O, P, Q, and R have been provided as reference and are not to be returned with our proposal submission.
	The below listed attachments are provided as reference and not to be returned with the proposal submission: M) Workforce Services Balanced Scorecard Specifications N) ITA Policy O) ITA Procedures P) CareerSource Center Staffing Q) Talent Development Flow Chart R) OJT Manual

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	Page 19-23 of the RFP provides submission guidelines and required attachments to submit with proposal.
19.	Please confirm you would like the digital files on the USB separated and named according to the headings found on pages 19-26.
	The respondent should submit a proposal packages as detailed in Part IV, Evaluation Process and Selection Criteria. One USB flash drive should be submitted with all requested materials loaded and appropriately labeled.as detailed on pages 20-25 of the RFP.
20.	Are respondents permitted to combine or create hybrid roles for the titles/positions reflected in Attachment P: Career Center Staffing?
	In order for CareerSource Centers to deliver maximum value to workforce services participants, Attachment P (CareerSource Center Staffing) , shall be adhered to, as it ensures the hiring of qualified staff and maintaining minimum staffing requirements. By submitting a response to this RFP, each respondent is agreeing to adhere to Attachment P in services in provides for SFWIB.
21.	Should a separate budget be submitted for the role of the One Stop Operator?
	Yes, the respondent should submit a separate budget for the One-Stop Operator portion. The budget should include all expenditures
22.	Should participant costs be included in the budget request?
	No, participant cost should not be included in the budget. Page 24 of the RFP has been revised to state "Participant costs (i.e. training, transportation or support services) should not be included in budgets.
23.	Attachment H: Budget Form, if the respondent's indirect methodology is not based on Modified Total Direct Cost (MTDC) or Direct Salaries and Benefits (SL&Bnfs), please confirm an additional indirect tab may be added.
	Yes, a respondent may add an additional tab to show their methodology
24.	Attachment K: Due Diligence Review, Source(s) of Revenue and Income section, item #1: Due to our company's size and policy of parent company, we limit the information provided to the state where the contract will reside, is this an acceptable response to meet the RFP requirements?
	The required documents are to confirm the 20% reserve requirement is met and to assess the contractor's viability. Contracts, grants, awards letters of other pertinent documents from all funding sources, including the South Florida Workforce Investment Board (SFWIB) dba CareerSource South

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	Florida (CSSF), should be listed, as well as, private sources of revenue and available line(s) of credit, if applicable, in order to demonstrate the 20% reserve requirement is met and fiscal accountability of the respondent to operate the programs.																										
25.	<p>Attachment K: Due Diligence Review, Accounting System section, item #1: If we provide financials only for those contracts we have with your organization, and most recent audited financial statements available for the parent company, will that satisfy the request?</p> <p>The parent company policy is not to provide interim financial statements.</p>																										
	The required interim financial statements are for determining the organization's financial position, accountability and fiscal capability requirements to operate the programs. The respondent should provide documentation to prove the agency's ability to do all of the above.																										
26.	<p>Please confirm the format Attachment G should be returned on the USB. RFP page 24 states in Excel however the format it is provided in is Word.</p>																										
	The attachment G (Budget Proposal) is a cover sheet and thus the reason why it is a word document. The actual budget and budget narrative must be Microsoft Excel files.																										
27.	<p>Please confirm if the proposal is to be packaged in the following way:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Proposal Element(s)</th> <th style="text-align: center;">Hard-Copy Submission -- 1 Unbound Copy</th> <th style="text-align: center;">Electronic Submission Format – 1 USB</th> </tr> </thead> <tbody> <tr> <td>Identifying Data Form/Cover Sheet (Attachment A)</td> <td>Original in a sealed envelope</td> <td>n/a</td> </tr> <tr> <td>Organization Capability Cover Sheet (Attachment B)</td> <td>Original in a sealed envelope</td> <td>One Word file with attachments in PDF format</td> </tr> <tr> <td>Technical Proposal Cover Sheet – Workforce Services (Attachment F)</td> <td>Original in a sealed envelope</td> <td>One Word file with attachments in PDF</td> </tr> <tr> <td>Proposed Deliverables and Performance Measures Chart (Attachment J)</td> <td>Original in a sealed envelope</td> <td>One Excel file</td> </tr> <tr> <td>Budget Proposal Cover Sheet (Attachment G)</td> <td>Original in a sealed envelope</td> <td>One Excel file</td> </tr> <tr> <td>Budget Narrative (Attachment H)</td> <td>Original in a sealed envelope</td> <td>Budget Forms in Excel file Budget Narrative in Word file</td> </tr> <tr> <td>Indirect Cost Rate Proposal</td> <td>Original in a sealed envelope</td> <td>One Word or PDF file</td> </tr> </tbody> </table>			Proposal Element(s)	Hard-Copy Submission -- 1 Unbound Copy	Electronic Submission Format – 1 USB	Identifying Data Form/Cover Sheet (Attachment A)	Original in a sealed envelope	n/a	Organization Capability Cover Sheet (Attachment B)	Original in a sealed envelope	One Word file with attachments in PDF format	Technical Proposal Cover Sheet – Workforce Services (Attachment F)	Original in a sealed envelope	One Word file with attachments in PDF	Proposed Deliverables and Performance Measures Chart (Attachment J)	Original in a sealed envelope	One Excel file	Budget Proposal Cover Sheet (Attachment G)	Original in a sealed envelope	One Excel file	Budget Narrative (Attachment H)	Original in a sealed envelope	Budget Forms in Excel file Budget Narrative in Word file	Indirect Cost Rate Proposal	Original in a sealed envelope	One Word or PDF file
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	Due Diligence Requirements (Attachment K)	Original in a sealed envelope	n/a	
	Operational Documents (Attachment L)	Original in a sealed envelope	n/a	
	The respondent should include all hard copy documents in the same envelope separated but rubber band or binder clip.			
28.	Please confirm all contents of the proposal (listed above) are to be delivered/shipped in the same box in nine sealed envelopes with 1 USB.			
	No, as per the instruction given on page 19 of the RFP the respondent should submit one hard bound original in a single sealed envelope with the various sections separated by a single binder clip or rubber band. The package should also include the single USB drive.			
29.	Please confirm that the purpose of this RFP is to find a company that can provide payroll service and manage the CAREERSOURCE centers' staff in Dade and Monroe Counties?			
	The purpose of the RFP is to solicit organizations to serve as either the One-Stop Operator or Service Provider to deliver these Workforce Services in Miami-Dade and Monroe Counties during the period of July 1, 2020 through June 30, 2021. The Respondent could submit a proposal to perform both duties. On Page 4 of RFP for Workforce Services, provides an in-depth description in the "Overview of Solicited Workforce Services" of the purpose. Respondents to this RFP shall articulate the respondent's plan of action to (1) act as a One-Stop Operator and (2) deliver the solicited services as the Service Provider. Respondents shall have direct experience with, and extensive knowledge of, the federal workforce investment system and the services and programs associated therewith.			
30.	How do you see the award winner supporting CAREERSOURCE? (placing workers they intake?)			
	<p>The successful respondent will support the CareerSource by effectively and efficiently managing and delivering the services solicited in this RFP. A successful respondent main objective is the following:</p> <ul style="list-style-type: none"> • Develop and implement a comprehensive outreach and recruitment plan to engage job seekers, employers and community organizations in the services available through the Career Center. • Develop and implement a fully integrated customer service strategy that is customer driven and leads to the successful acquisition of individual career/employment goals. <p>Page 9-18, outlines the Workforce Services Scope of Services.</p>			
31.	Will the offerors' conference on 4/14 at 10AM be a phone meeting? How will we get the dial up information?			

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The Offers Conference held on 4/14 was a virtual conference via GoTo Meeting. The dial in information was provided via e-mail and was also posted to the CSSF Website.

32. There are eight center locations listed on pages 13/14 of the RFP. How many people (on average) work at each center?

The below Career Center Staffing charts, outlines the staffing requirements for each center:

CAREER CENTER STAFFING	
Position Title	FTE Staffing
Hialeah Downtown	23
Opa-Locka	7
Homestead	23
Little Havana	22
Perrine	27
West Dade	31
Monroe County/Florida Keys	20
TOTAL STAFF	130

33. How will the responses to the questions asked be shared with all participants?

The responses to all questions asked will be posted on the CSSF website under Request for Proposal link.

34. With social distancing now in place,
1) How are the centers operating during this pandemic?
2) Are they working remotely?

In response to Governor DeSantis' Public Health Emergency Declaration 20-51 due to Coronavirus Disease 2019 (COVID-19), and in accordance with Executive Order 20-52 and its impact on contracted services, the SFWIB has established alternative methods of service delivery for contracted providers.

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	<p>SFWIB staff have implemented a number of measures to mitigate any potential spread of COVID-19 in our Career Centers:</p> <ul style="list-style-type: none"> • All staff are required on a daily basis to use personal protection equipment (mask and gloves) and practice social distancing by limiting close contact with others as much as possible (about 6 feet). • Some staff are working remotely as designated by their employer. • Career Centers are utilizing alternative methods to communicate with clients, such as: telephone, e-mail and video conferencing tools
35.	<p>The level two screening applies to CAREERSOURCE employees correct?</p>
	<p>The details of who is required to be level two background screened is provided for the respondents review in Part V, (D) Level 2 Background Screening Requirement, on pages 29 to 32 of the RFP.</p>