

Workforce Services (RET)
RFP
Offerors' Conference
Q & A
May 29, 2019

| Email Requests for Clarification/Questions Prior to the Conference: | |
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| 1. | Can respondents partner (team-up) with other organizations to fulfill program requirements? |
| | <p>If your agency is awarded a contract and you choose to subcontract services, you must obtain prior written approval from the SFWIB and follow all procurement procedures as outlined by the SFWIB when selecting and contracting with subcontractors as indicated in the RFP on page six, section E. Eligible Respondents.</p> <p>The successful respondent(s) is solely liable for fulfilling all contractual obligations.</p> |
| 2. | Is there a minimum number of people who must be placed within the funded program year? |
| | Placement goals are based on the successful respondent(s) contract award for the solicited contract period, as well as, the number of proposed employers and jobseekers to be served. The goals will be provided to successful respondents during contract negotiations, subject to the availability of funds, as indicated in the RFP on page seven, section F. Anticipated Term of Contract and Available Funding. |
| 3. | Is there a minimum number of people who must be placed monthly? |
| | Placement goals are based on the successful respondent(s) contract award for the solicited contract period, as well as, the number of proposed employers and jobseekers to be served. The goals will be provided to successful respondents during contract negotiations, subject to the availability of funds, as indicated in the RFP on page seven, section F. Anticipated Term of Contract and Available Funding. |
| 4. | Is there a minimum number of people who must be trained/seen within the funded program year? |
| | Training goals are based on the successful respondent(s) contract award for the solicited contract period which will be provided during contract negotiations, subject to the availability of funds, as indicated in the RFP on page seven, section F. Anticipated Term of Contract and Available Funding. |
| 5. | Is there a minimum number of people who must be trained/seen monthly? |
| | Training goals are based on the successful respondent(s) contract award for the solicited contract period which will be provided during contract negotiations, subject to the availability of funds, as indicated in the RFP on page seven, section F. Anticipated Term of Contract and Available Funding. |
| 6. | Are respondents required to work out of the listed Workforce Services Career Source locations OR can the current business location of respondent's be |

Workforce Services (RET)
RFP
Offerors' Conference
Q & A
May 29, 2019

| | |
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| | approved to provide services? |
| | Yes, successful respondents are required to deliver the solicited services in one or more of the CareerSource center locations listed on pages 14-15 of the RFP. |
| 7. | Will respondents receive training on how to successfully use the Initial Assessment Application, Atlas System, Employ Miami-Dade (EMD)/Employ Monroe (EM), OSST, and the WFMS to document the delivery of services to job seekers? |
| | Yes, successful respondents will be provided with training on all required SFWIB workforce services delivery applications and tools. |
| 8. | According to page 20 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? If not, would a non-encrypted CD be acceptable? |
| | The USB flash drive must be submitted without password protection as indicated on page 20 of the RFP. |
| 9. | Please confirm headers and footers are allowed within the margins. |
| | Proposal packages should be submitted as detailed in the submission guidelines on pages 20 -25 of the RFP. |
| 10. | 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. |
| | Proposal packages should be submitted as detailed in the submission guidelines on pages 20 -25 of the RFP. |
| 11. | Do the questions/prompts have to be included in our response? If yes, in order to abide by the RFP's required page limitations can the questions/prompts be truncated, singled spaced, and a smaller font size as to not consume the narrative page count? |
| | Yes, the questions should be included. Proposal packages should be submitted as detailed in the submission guidelines on pages 20 -25 of the RFP. |
| 12. | Page 21 of the RFP requests attachments such as an organizational chart, resumes, and job description. Please confirm you want those attachments packaged with the narrative. |

Workforce Services (RET)
RFP
Offerors' Conference
Q & A
May 29, 2019

| | |
|-----|---|
| | Yes, the requested attachments should be packaged with the narrative. Proposal packages should be submitted as detailed in the submission guidelines on pages 21 of the RFP. |
| 13. | Attachment H: Budget Forms has a field for “Agency Name,” however according to the RFP page 23 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 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 23 of the RFP. The alpha-numeric code should be used when required. |
| 14. | Page 24 of the RFP mentions Attachment I (budget instructions). Will you please provide said instructions/attachment? |
| | Attachment I is now posted on the CSSF website. |
| 15. | Attachment K: Due Diligence Requirements for Existing Contractors, Question 1 requests “Contracts, grants, award letters or other pertinent documents showing: a. Purpose of awarded amount, b. award amount, c. effective dates or term of the award.” Please confirm this request is for documents pertaining to South Florida Workforce Investment Board (SFWIB) d/b/a CareerSource South Florida (CSSF) contract(s). |
| | The required documents are to confirm that the 20% 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 dba CareerSource South Florida (CSSF), should be listed, as well as, private sources of revenue and available line(s) of credit, if applicable, in order to demonstrate that the 20% reserve requirement is met. |
| 16. | Are proposers to return a copy of the “Due Diligence Review” Tool (Attachment K Excel file) with our proposal? |
| | Attachment K (Due Diligence Review Tool) should not be returned nor included 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. |

Workforce Services (RET)
RFP
Offerors' Conference
Q & A
May 29, 2019

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| 17. | 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. | | |
| | Attachments M, N, O, P, Q and R should not be returned nor included as part of the respondent's submission package. Attachments M, N, O, P, Q and R are for informational purposes only, as well as, to aid the respondent in gathering and evaluating their responses. | | |
| 18. | Please confirm you would like the proposal packaged in the following way: | | |
| | 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 I) | Original in a sealed envelope | One Word file and one Excel file |
| | Indirect Cost Rate Proposal | Original in a sealed envelope | One Word or PDF file |
| | Due Diligence Requirements (Attachment K) | Original in a sealed envelope | n/a |
| | Operational Documents (Attachment L) | Original in a sealed envelope | n/a |
| | Proposal packages should be submitted as detailed in the submission guidelines on pages 20 -25 of the RFP. | | |
| 19. | Please confirm all content of the proposal (listed above) are to be delivered/shipped in the same box in nine sealed envelopes with 1 USB. | | |

Workforce Services (RET)
RFP
Offerors' Conference
Q & A
May 29, 2019

| | |
|------------|---|
| | <p>One proposal package per respondent should be delivered or shipped to the address set forth on the cover page of the RFP. No proposal package will be accepted via electronic mail or facsimile. One USB flash drive with documents saved in Microsoft Word with the budget and performance documents saved in a Microsoft Excel file of the completed proposal package components.</p> <p>The proposal package should be submitted as detailed in the submission guidelines on pages 20 -25 of the RFP.</p> |
| 20. | <p>Please confirm you would like the digital files on the USB separated and named according to the headings found on pages 20-25.</p> |
| | <p>One USB flash drive should be submitted with all requested materials loaded and appropriately labeled as detailed in the submission guidelines on pages 20-25 of the RFP.</p> |
| 21. | <p>Are proposers required to be registered to conduct business in Florida at the time of proposal submission?</p> |
| | <p>Successful respondents shall provide documentation to the SFWIB verifying the respondent is registered to conduct business in the State of Florida prior to commencement of performance under the contract.</p> |
| 22. | <p>Will a proposer receive a lower score as a result of not being registered at the time of proposal submission?</p> |
| | <p>A respondent's score is not affected by the date the respondent registers to conduct business in the State of Florida. There are no points allotted for a registration component.</p> |
| 23. | <p>What is the funding level available to support the role of One Stop Operator?</p> |
| | <p>Funds for Workforce Services contracts will range from approximately \$500,000 to \$2,500,000 for the solicited contract period as indicated on page seven of the RFP.</p> <p>Contract awards to successful respondents include One-Stop Operator and Service Provider funding. It is at the discretion of the successful respondent as to how those funds will be allocated between the two roles.</p> |
| 24. | <p>Should a separate budget be submitted for the role of the One Stop Operator? or Should each Center budget proposal submitted contain funding to support the role of the One Stop Operator?</p> |

Workforce Services (RET)
RFP
Offerors' Conference
Q & A
May 29, 2019

| | |
|------------|--|
| | The budget for each center should include all expenditures. A separate budget for the One-Stop Operator should also be submitted. |
| 25. | Will one vendor serve as the One Stop Operator across all SFWIB Career Source Centers or will each center have its own OSO? |
| | Successful respondents will serve as both the One-Stop Operator and the Service Provider as indicated in Part I. Invitation, section B. Overview of Solicited Workforce Services on page five of the RFP. The successful respondent will be responsible for delivering a menu of workforce services as the One-Stop Operator and the Service Provider at each CareerSource center location for which the respondent has been contracted to provide said services. |
| 26. | Please provide the total FTE count by job title position for each of the centers as described in Attachment P for the past funding (Attachment J). |
| | Respondents requesting the total FTE count by job title position for each of the centers (as described in Attachment P) must submit a Public Records request to the SFWIB. Respondents to this RFP should provide a detailed cost analysis of the proposed number of staff to operate a center. |
| 27. | Page 7 of the RFP states that “funding for this solicitation may be from all or any combination of the following sources...” Attachment H RFP Budget Form requests proposers to show a budget that allocates the staffing grant source (e.g., WIOA Adult, WIOA Dislocated Worker). Please direct us to information on the composite budget total and funding by grant source to create working assumptions necessary for these calculations? |
| | Attachment H, Line 8 on the budget tab labeled “Program Cost” lists examples of the funding sources. An indication of the funding sources to be used should be listed in the cells on line 9 – “Name of Funding Source”. |
| 28. | Are proposers required to complete (directly in the form) Attachment K Due Diligence Tool for (New) Contractors, or is the inclusion of this attachment intended to illustrate the rigor of the review process? |
| | Attachment K (Due Diligence Review Tool) should not be returned nor included 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. |

Workforce Services (RET)
RFP
Offerors' Conference
Q & A
May 29, 2019

| | |
|------------|---|
| 29. | Please provide historical costs by budget line item and funding source for each of the centers. |
| | <p>The contract awarded shall be a fixed rate (Job Placements unit cost) contract. The SFWIB's payment structure is non-negotiable and under no circumstances will the SFWIB award a respondent with a cost reimbursement contract as indicated on pages 28-29, Part V – Contractual Specifications, section A. Payment Structure.</p> <p>Historical expenditure data by line item is not available for the centers that are operated by third party service providers. Respondents to this RFP should provide estimates of the costs they expect to incur. Respondents interested in obtaining historical RFP data, should submit a Public Records request to the SFWIB.</p> |
| 30. | Please provide expected allocation amounts (minimum % of total or specific \$ amount) for participant costs by funding source. |
| | All allocations are subject to the availability of funds as indicated on page seven of the RFP. |
| 31. | Please confirm that training costs should NOT be included in the budgets. |
| | Training costs should not be included in budgets as indicated on page 23 of the RFP. |
| 32. | Should participant costs be included in the budget request? (Some Boards prefer to set aside these funds and manage the disbursement of these funds.) |
| | Participant costs should not be included in the budgets. Budgets should be prepared as indicated on pages 23-24 of the RFP. |
| 33. | Please provide an equipment inventory list by site. Identify any areas of concerns where IT equipment should be updated or replaced. |
| | <p>Respondents requesting an equipment inventory list by site must submit a Public Records request to the SFWIB.</p> <p>At the time of contract negotiation/execution, the SFWIB shall provide successful respondent(s) with a capital inventory report that includes written instructions specifying the due date for submission. The successful respondent shall reconcile the general inventory of all property and equipment purchased with the SFWIB's funds and shall submit a completed, signed and dated capital inventory report electronically to the SFWIB Facilities Unit.</p> |
| 34. | What type and level of professional development training support will successful proposers receive from SFWIB Career Source, especially on common or |

Workforce Services (RET)
RFP
Offerors' Conference
Q & A
May 29, 2019

| | |
|------------|--|
| | foundational topics (across all vendors) such as analyzing specifications of the Balanced Scorecard? |
| | <p>The SFWIB provides successful respondents with professional development support. For example, at the Executive Management level, monthly organized partner meetings are held to discuss various topics i.e., operations management relevant to CareerSource center(s), new/revised policy transmittals, and regional performance expectations.</p> <p>Center Managers/Supervisors receive operational level guidance i.e., workshops, meetings and performance improvement team meetings (PIT) to review regional performance expectations and requirements related to the Workforce Services Balanced Scorecard specifications and program performance/compliance.</p> <p>The meetings and workshops are geared toward improving the successful respondent's understanding of how to analyze and interpret all specifications contained within the SFWIB Balanced Scorecard and operational reports.</p> |
| 35. | Please provide the number of clients by program (RFP page 16 to 19) for the previous year by each Center site. |
| | <p>Respondents requesting the number of clients by program (RFP page 16 to 19) for the previous year by each center site must submit a Public Records request to the SFWIB.</p> <p>Respondents to this RFP should provide the proposed number of clients by program to operate a center. At the time of contract negotiation/execution, the SFWIB shall provide successful respondent(s) with the number of placements (clients).</p> |
| 36. | Certain staff positions are required to be "Tier I certified within 6 months of hire" or "Tier II certified within 9 months of hire" (Attachment P). Please provide access to more information on what this certification process entails, cost for certification, and any resource available to support the certification process. |
| | <p>Additional information regarding Tier I and Tier II certification requirements can be found at http://www.floridajobs.org/frequently-asked-questions-directory/tier-one-certificate-program-faq.</p> |
| 37. | How does an organization with a proprietary product and brand identity represent this product effectively without sharing information that identifies the organization submitting the proposal (RFP pages 21 and 22)? |
| | <p>The respondent's proposal shall be prepared in a manner that ensures there is no information on any page that identifies the organization submitting the proposal as indicated on pages 21-22 of the RFP.</p> |

Workforce Services (RET)
RFP
Offerors' Conference
Q & A
May 29, 2019

| | |
|------------|---|
| | The alpha-numeric code should be used when required. It is the sole responsibility of the respondent to follow the requirements of the RFP and present the responses that best represent the services being proposed without presenting identifiable information. |
| 38. | <p>The word “strategic plan” gets used several times in the technical proposal narrative section (pages 21 to 23). It appears SFWIB is requesting at least 10 “strategic plans” – including multiple strategic plans for the role of the One Stop Operator.</p> <p>1. Please provide a definition what this term means to SFWIB.</p> <p>2. Please provide an example of an acceptable strategic plan format.</p> |
| | <p>The respondent shall provide a comprehensive strategic plan on how they will (1) act as the One-Stop Operator and (2) deliver the solicited services as the Service Provider in response to the questions detailed on pages 22-23 of the RFP.</p> <p>The response to each of the questions in the section shall include, but not be limited to, the following:</p> <ul style="list-style-type: none"> • Goals • Strategies • Operational methods • Staff roles and responsibilities • Performance results • Current and perspective partners • Monitoring and quality assurance |
| 39. | Does a separate USB drive need to be submitted for each of the “packages” (e.g., due diligence, operational documents, budgets)? |
| | One USB flash drive should be submitted with all requested materials loaded as indicated in the submission guidelines on pages 20-25 of the RFP. |
| 40. | <p>Attachment H states that “A comprehensive narrative that includes explanation and calculation for all budgeted costs must be attached” and RFP page 24 states that instruction should be followed per Attachment I. The SFWIB website with attachments does not contain an Attachment I.</p> <p>Please provide the information or format.</p> |
| | Attachment I is now posted on the CSSF website. |

Workforce Services (RET)
RFP
Offerors' Conference
Q & A
May 29, 2019

| | |
|------------|---|
| 41. | <p>Page 29 indicates that successful vendors should be prepared to operate programs for at least 8 weeks from initial implementation of contract.</p> <p>Please provide clarification as to when the first payment can be anticipated. Page 28 indicates that payments are made monthly.</p> |
| | <p>Payment for any contract entered into as a result of this solicitation will be made monthly subject to the receipt of the Contractor's properly completed request for payment as indicated in the RFP on page 28, Part V – Contractual Specifications, A. Payment Structure. Payments are made approximately 15 to 20 days following the end of the month in which services are rendered.</p> |
| | <p>Request for Clarification/Questions at the Conference</p> |
| 42. | <p>Page 8 of the RFP requirements states the contract start date is July 1st through June 30th, 2019 however on page 9 the dates are different? Can you explain why there is a difference?</p> |
| | <p>The Anticipated term of Contract and Available Funding is on page seven of the RFP. The SFWIB anticipates executing a contract(s) with successful Workforce Services respondent(s) for the period of August 1, 2019 through June 30, 2020.</p> |
| 43. | <p>The fixed rate for placements is kind of unclear in the proposal, what percentage will it be?</p> |
| | <p>The fixed rate for placements is not a percentage. All placements are paid a set rate based on the placement category. The SFWIB utilizes a sliding scale for each placement category starting with Wagner Peyser and moving up to the WIOA specialized categories.</p> <p>For example, the rate for WIOA Adult may be \$1,100.00 per placement and \$1,900.00 for a Temporary Assistance for Needy Families (TANF) placement. Therefore; whether you place 5, 10 or 100 participants, the rate would remain the same for each WIOA Adult placement and for each TANF placement.</p> |
| 44. | <p>How would a successful respondent bill the SFWIB and be reimbursed?</p> |
| | <p>The SFWIB utilizes an automated payment and invoicing system. Each placement recorded in Employ Miami Dade/Employ Monroe is compiled and the billing system will automatically generate an invoice at the beginning of the month that shows what the successful respondent accomplished during the previous month relevant to placements.</p> <p>The system generated invoice is sent to the successful respondent's representative for</p> |

Workforce Services (RET)
RFP
Offerors' Conference
Q & A
May 29, 2019

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| | review, processing and submission to the SFWIB with the applicable required documentation. Thereafter, the successful respondent is reimbursed via electronic funds transfer. |
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