

Mystery Shopper Services  
RFP  
Offeror's Conference  
Q & A  
October 29, 2012

<b>Requests for Clarification prior to the conference:</b>	
<b>1a.</b>	<b>Does SFWIB desire the mystery shopper services to be similar to previous in-house mystery shopping?</b>
	The Respondent is required to perform services consistent with what is requested in the RFP, particularly the Scope of Services and Technical Proposal Narrative sections.
<b>1b.</b>	<b>Is SFWIB looking for the Respondent to replicate the same categories and questions from the August 20, 2009, report?</b>
	No, the agency is not looking for the same categories and questions. The Respondent is required to perform services consistent with what is requested in the RFP.
<b>1c.</b>	<b>If the agency is not looking for the Respondent to replicate the categories and questions as seen in the August 20, 2009, report, then what are the key performance indicators to be measured?</b>
	The Respondent shall refer to the RFP's Technical Proposal Narrative section for instructions relevant to the development of a tool with specific categories for the assessment of services delivered at the region's career centers.
<b>2.</b>	<b>Does SFWIB require one person to shop each of the listed centers just a single time or multiple shops per location?</b>
	The RFP neither defines the number of individuals required to shop each career center nor the frequency of shops per center. Rather the RFP requests that the Respondent's proposal sufficiently layout its plan of action for conducting mystery shopper services. That plan shall include Respondent's process for measuring the quality of service delivery across the region's career center network. A Selection Committee will determine if Respondent's plan demonstrates that it will be able to fulfill the RFP's requirements.
<b>3.</b>	<b>Is SFWIB requesting an in-depth analysis of services such as jobseeker, placement, veterans, Professional Placement Network and training?</b>
	The RFP's Technical Narrative Section delineates the requirements that the Respondent shall adhere to in the administration of mystery shopping services.

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<b>4.</b>	<b>Are Youth Programs included in the mystery shopping services?</b>
	No, Youth Programs are not included in the solicited services as Youth Programs are not co-located at each of the region's career centers.
<b>5.</b>	<b>Are the three categories listed under the RFP's Business Services section to be shopped?</b>
	Yes, the successful Respondent will assess each category.
<b>6.</b>	<b>Are small businesses encouraged to submit proposals?</b>
	Businesses licensed to operate in Florida and that have been operating for a minimum of two years are eligible to submit proposals. Refer to the RFP's Contractual Specifications section for more information on eligibility criteria.
<b>7a.</b>	<b>May the Respondent submit proof of insurance following a recommendation for a contract?</b>
	The Respondent must submit proof of current insurance that includes Commercial General Liability, Professional Liability, Automobile Liability, and Worker's Compensation with the response to the proposal. If the Respondent is awarded a contract, the Respondent will be required to secure insurance as stipulated in the RFP, naming SFWIB as an additional party insured to insurance, as applicable.
<b>7b.</b>	<b>Will it count against the Respondent if it fails to submit proof of insurance with its proposal submission?</b>
	Yes, Respondent must submit proof of required insurances. Respondents failing to do so may be eliminated from the competitive procurement process.
<b>8.</b>	<b>What is the estimated award ceiling for the solicited services?</b>
	One hundred thousand dollars (\$100,000) has been set aside in the Program Year 2012-13 budget for mystery shopper services.

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<b>Questions from the floor:</b>	
<b>1.</b>	<b>Are the answers provided during the conference binding on the SFWIB?</b>
	As seen in Section II(E), Offeror's Conference, of the RFP, oral answers during the conference will not bind the SFWIB.
<b>2a.</b>	<b>You said refer to attachments A, B, C, etc. Are the attachments to be developed by the bidder?</b>
	No, staff developed the attachments. The attachments are located on the SFWIB website under Request for Proposals in the Mystery Shopper Services folder ( <a href="http://www.southfloridaworkforce.com/sites/web/RFQs_RFPs_ITNs/RFQs%20RFPs%20ITNs.aspx?RootFolder=%2fsites%2fweb%2fRequest%20For%20Proposals%2fMystery%20Shopper%20Services&amp;FolderCTID=&amp;View=%7b1E9A5738%2dCF7A%2d49EB%2d949E%2dC0E474F8A49E%7d&amp;PageView=Shared">http://www.southfloridaworkforce.com/sites/web/RFQs_RFPs_ITNs/RFQs%20RFPs%20ITNs.aspx?RootFolder=%2fsites%2fweb%2fRequest%20For%20Proposals%2fMystery%20Shopper%20Services&amp;FolderCTID=&amp;View=%7b1E9A5738%2dCF7A%2d49EB%2d949E%2dC0E474F8A49E%7d&amp;PageView=Shared</a> ). Once in the Mystery Shopper Services folder, click on the Attachments subfolder.
<b>2b.</b>	<b>Are the required assurances found in the attachments folder?</b>
	Yes, Attachment F holds the Operational Documents, including an Assurances and Certifications form. Attachment F is found on the website inside the Attachments subfolder under the Request for Proposals Mystery Shopper Services folder ( <a href="http://www.southfloridaworkforce.com/sites/web/RFQs_RFPs_ITNs/RFQs%20RFPs%20ITNs.aspx?RootFolder=%2fsites%2fweb%2fRequest%20For%20Proposals%2fMystery%20Shopper%20Services%2fAttachments&amp;FolderCTID=&amp;View=%7b1E9A5738%2dCF7A%2d49EB%2d949E%2dC0E474F8A49E%7d&amp;PageView=Shared">http://www.southfloridaworkforce.com/sites/web/RFQs_RFPs_ITNs/RFQs%20RFPs%20ITNs.aspx?RootFolder=%2fsites%2fweb%2fRequest%20For%20Proposals%2fMystery%20Shopper%20Services%2fAttachments&amp;FolderCTID=&amp;View=%7b1E9A5738%2dCF7A%2d49EB%2d949E%2dC0E474F8A49E%7d&amp;PageView=Shared</a> ).
<b>3.</b>	<b>Is the prior report that was issued in 2009 available?</b>
	The prior report is available on the website ( <a href="http://www.southfloridaworkforce.com/sites/web/Lists/South%20Florida%20Workforce%20Investment%20Board%20Meeting%20C/AllItems.aspx">http://www.southfloridaworkforce.com/sites/web/Lists/South%20Florida%20Workforce%20Investment%20Board%20Meeting%20C/AllItems.aspx</a> ) under SFWIB Meeting Calendar. The report is seen in agenda item 5C, Mystery Shopper Report, from the Board's August 20, 2009, meeting.

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<b>4.</b>	<b>Will any consideration or extra points be allotted for minority or female-owned organizations?</b>
	Neither special consideration nor extra points will be allotted by the Selection Committee.
<b>5.</b>	<b>A question was previously posed regarding whether different persons must shop each of the locations. SFWIB has fourteen locations and multiple services at each location to evaluate. If an individual shops one location to gather information on one specific service, if he goes to another location to shop the same or a different service will his name and other identifying information be found in that location's database indicating that he's already receiving services?</b>
	A respondent may propose to have a single individual shop at multiple locations. SFWIB will provide the successful respondent procedures on how to create multiple mystery shopper identities.
<b>6a.</b>	<b>When a person visits a Career Center to qualify for one of the listed services, he will need to provide certain documentation to a case manager. Where can prospective bidders find a list of the documentation required for each of the listed services that is applicable across all the centers?</b>
	A prospective bidder can find a list of the required documentation for workforce services in the SFWIB Local Plan ( <a href="http://www.southfloridaworkforce.com/w/CommunityForums/2012_2016_%20Workforce%20Services%20Plan%20SFWIB_LOW.pdf">http://www.southfloridaworkforce.com/w/CommunityForums/2012_2016_%20Workforce%20Services%20Plan%20SFWIB_LOW.pdf</a> ) found on the agency's website as well as the Florida Department of Economic Opportunity's website ( <a href="http://www.floridajobs.org/workforce-board-resources">http://www.floridajobs.org/workforce-board-resources</a> ).  Moreover, the successful respondent will receive procedures regarding participant program eligibility as part of the agreed to scope of work.
<b>6b.</b>	<b>In the case of veterans, does SFWIB post the required documents for a veteran to take to a career center to prove eligibility?</b>
	A veteran is not required to provide documentation to receive Wagner-Peyser program employment services.

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<b>7.</b>	<p><b>If SFWIB has performance and/or monitoring reports outside of the August 2009 Mystery Shopper Report, where can prospective bidders access those reports?</b></p>
	<p>SFWIB tracks performance continuously; reports are generated daily and reviewed by the Programs Unit. A prospective bidder can find the Career Centers' Balanced Scorecard report (i.e. performance metric) in SFWIB Workforce Systems Improvement Committee agendas (<a href="http://www.southfloridaworkforce.com/sites/web/Lists/Workforce%20Systems%20Improvement%20Committee%20Meeting%20Ca/AllItems.aspx">http://www.southfloridaworkforce.com/sites/web/Lists/Workforce%20Systems%20Improvement%20Committee%20Meeting%20Ca/AllItems.aspx</a>).</p> <p>The SFWIB Office of Continuous Improvement (OCI) performs quality assurance compliance reviews of all programs and issue monitoring reports upon completion of a particular review. Monitoring reports can be obtained through a formal public records request.</p>
<b>8.</b>	<p><b>If SFWIB conducted customer (e.g. jobseeker) satisfaction surveys across all centers, what were the results?</b></p>
	<p>SFWIB has not conducted a customer satisfaction survey.</p>
<b>9.</b>	<p><b>What's SFWIB's process for the receipt of complaints by customers seeking services at the career centers?</b></p>
	<p>There's a customer service department that receives complaints via telephone, e-mail and in-person. Complaints about the services are researched and taken care of by the customer service representative. For example, a customer sends an e-mail saying "I was waiting for three hours and couldn't see a REA advisor". The customer service representative contacts the complainant and gathers information and facts as well as input from the Career Center Director or the person in charge in order to resolve the issue. Each inquiry is unique; some of them are legitimate, some are not. The agency performs follow-up on all inquires and complaints received.</p>
<b>10.</b>	<p><b>If SFWIB produces an annual report relative to complaints received across all centers, where can that report be accessed?</b></p>
	<p>SFWIB keeps track of all inquiries and complaints and produces a monthly report. The report is provided to management for data analysis. Members outside the agency may access the reports via a public records request.</p>

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<b>11.</b>	<b>Has SFWIB disciplined, put on watch or canceled contracts with providers?</b>
	Providers failing to meet Balanced Scorecard performance measures have been placed on probation.
<b>12.</b>	<b>Does the agency have statistical or performance data that gives bidders an idea of what the standards or benchmarks are for successful delivery of the listed workforce services?</b>
	<p>A prospective bidder can find Career Center Balanced Scorecard reports on the SFWIB website in Workforce Systems Improvement Committee agenda items  <a href="http://www.southfloridaworkforce.com/sites/web/Lists/Workforce%20Systems%20Improvement%20Committee%20Meeting%20Ca/AllItems.aspx">http://www.southfloridaworkforce.com/sites/web/Lists/Workforce%20Systems%20Improvement%20Committee%20Meeting%20Ca/AllItems.aspx</a>).</p> <p>Moreover, SFWIB established a Job Seeker Services Flow Chart as the design for all the career centers to follow in the delivery of jobseeker services (see Q&amp;A attachment).</p> <p>Finally, a prospective bidder may obtain more information regarding SFWIB's strategic objectives by reviewing its Strategic Plan (see SFWIB August 16, 2012, agenda item 5B:  <a href="http://www.southfloridaworkforce.com/sites/web/Lists/South%20Florida%20Workforce%20Investment%20Board%20Meeting%20C/Attachments/78/SFWIB%20Meeting%20Agenda%208-16-12%20(WEB).pdf">http://www.southfloridaworkforce.com/sites/web/Lists/South%20Florida%20Workforce%20Investment%20Board%20Meeting%20C/Attachments/78/SFWIB%20Meeting%20Agenda%208-16-12%20(WEB).pdf</a></p>
<b>13.</b>	<b>An individual enters the center to register for Food Stamps. Who checks eligibility for that program?</b>
	<p>FL DCF determines food stamp eligibility.</p> <p>Anyone arriving at a Career Center seeking workforce services can be provided a general orientation, work registration, and employment services without requiring a determination of program eligibility.</p>

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14.	<b>TAA is a petition driven process and in order to be eligible for that program you have to be a legitimate individual who has been laid off from the affected company; you can't pretend to be someone that has been laid off from an affected company. This makes that program difficult to mystery shop. How should the Respondent approach shopping such a program?</b>
	SFWIB is not seeking a mystery shopper to become eligible for all the listed programs, particularly since some of the programs require eligibility to be conducted by other agencies. Therefore, it is more important to understand the programs in a general sense as to who may qualify rather than how a mystery shopper will be served. A prospective bidder should evaluate whether staff at the career centers consistently can guide you how to get from A to Z (e.g. Job Seeker Services Flow Chart) in delivering a specific service and what documentation if any is required depending on the shopper's criteria and/or scenario to receive services.

# JOB SEEKER SERVICES FLOW CHART

