	Requests for Clarification/Questions Prior to the Conference:
1.	Proposed Deliverables and Performance Measures (page 22), indicates Attachment K shows placements by program and overall cost per placement. However, the Table on Attachment K only shows the number of direct placements and obtained employment and columns for us to determine the proposed number on both categories. Where will the cost information go in this attachment?
	A revised Attachment K will be posted.
2.	For Agencies funded through other programs with CSSF (example – Refugee program) – are we required to provide our Agency Wide budget that will show individuals being allocated 100% of their salaries?
	An agency-wide budget is required as part of the due diligence documentation.
2a.	On the actual budget for WFS – do we add another column to reflect also that a particular individual(s)'s salary is allocated to another program that is not WFS?
	Salary allocations for Individuals who work for non-workforce and other workforce programs must be shown on the WFS budget. Please use the available columns to specify all non-workforce and other workforce program funding sources. If additional columns are needed, please add to the budget form.
3.	In the workforce services RFP there is a due diligence tool shown on your web site. How will the tool be used or how will a proposal be rated considering that the documentation requirements for existing contractors is different than for new RFP responders? One example is the legal status of a corporation. An existing contractor is not required to submit documentation, so how will the rating be done?
	Existing contractors will be rated and a rating tool will be utilized.
4.	At the bottom of page 21 of 31 of the RFP and continuing through page 22, there are issues related to service delivery, marketing, past performance and partners. Are those items limited to those proposers interested in business services only?
	Yes, the items are specific to Business Services.

4a.	If a proposal is for workforce services, should those items be ignored?
	Yes, the items should be ignored if the proposer is submitting a proposal for Workforce Services.
5.	At the bottom of page 22 of 31 of the RFP and continuing through page 23, there are items numbered 1.a. through i. Should a proposer of workforce services ignore those items 1.a. through i?
	Yes, the proposer should ignore this section as the items are specific to Business Services.
6.	Page 22 of the RFP states Attachment K – Proposed Deliverables and Performance Chart must include the Respondent's alpha-numeric code in the header. This type of header is not directed for any other document (i.e. the narratives and the other attachments). Is it acceptable to include the alpha-numeric code in the header on all documents?
	It is acceptable to include the alpha-numeric code in Attachment K. When a document asks for the name of the organization, only enter the name of the organization. When a document asks for only the alpha-numeric code, only enter the alpha-numeric code.
7.	Can you please verify we have correctly captured the submission requirements as outlined below? If incorrect, can you please indicate the changes we need to make?

	Description	Submission Requirements	# Orig.	# Copies	
	B IDENTIFYING DATA COVER SHEET	SEALED envelope. No identifying information on envelope	1	. 0	
	ORG. EXPERIENCES/CAPABILITIES C Org. Capability Cover Sheet D Staffing Plan E Reference Chart F Funding Sources	10 pg. limit. Separate envelope.	2	4	
	TECHNICAL PROPOSAL G Technical Prop. Cover Sheet	35 pg. limit. Separate envelope. No identifying information on any document.	2	8	
	PROPOSED DELIVER./PERFORM. K Proposed Deliverab/Performance	Separate envelope. Alpha-numeric code in header.	2	4	
	BUDGET PROPOSAL H Budget Proposal Cover Sheet Budget Spreadsheet-Program Budget Spreadsheet-Admin	SEALED envelope. No identifying information on any document. Separate budgetsfor admin and for program for each proposed location.	2	8	
	COST ALLOCATION PLAN	Separate envelope. Meet specifications of weblink on page 25 of RFP.	1	. 1	
	OPERATIONAL DOCUMENTS L Checklist for Submitting Op Docs L Names & Positions of Board Organizational Responsibilities Affidavit of Members of FL LLC Affidavit of Members of Non FL LLC Corp. Board Resolution Cert of Sound Fiscal IRS Form W9 Code of Business Ethics Affidavit Assurances and Certifications FL Clean Indoor Air Act Contractor Disclosure & Cert.	Separate envelope labeled Operational Documents.	1	. 1	
	DUE DILIGENCE REQUIREMENTS M Due Diligence tool Attachment M Due Diligence Require. For Exist M Due Diligence Require for New Most recent Audit and Mgt Letter	Separate envelope labeled Due Diligence Documents.	1	. 1	
8.	(2) separate and di Services and that states Workforce S menu of workforce	states SFWIB intends to award con istinct types of services – Workfo Respondents may bid on one or Services Respondents shall propo e services in one or multiple Care	bot bot bse er\$	e Se th. C to c Sour	rvices and Busine On page 13, the R deliver an integrat ce center sites. C
	Workforce Services choose multiple Co	, do you intend to select two s and one for Business Services. Contractors for each service so lor oth Workforce Services and Busine)r, i ng a	s it p as a	oossible that you v selected Contract
		be selected for Business Services <u>an</u> force Services. Page 13 is relevant to		-	

9.	Page 24 of the RFP states the Respondent shall provide separate program and administrative budgets per proposed location. In reviewing the budget spreadsheets, there does not appear to be a mechanism for totaling the 13 individual administrative budgets and the 13 individual program budgets if we choose to propose all existing locations. Are such summary budgets required?
	No. There is no need to prepare a summary budget combining the individual budgets for each location that a respondent is proposing to operate. Respondents shall submi individual budgets per proposed location.
10.	Will you please provide a current staffing plan for each of the locations?
	The <u>current</u> staffing plan and caseload per center is attached to the Questions and Answers.
11.	The Organizational Capabilities Cover Sheet and Technical Proposal Cover Sheet each already have "Workforce Services" written in the column entitled "Proposed Services/Program". How do you want us to indicate if we are bidding on Business Services?
	A separate Organizational Capabilities and Technical Proposal cover sheet has been uploaded to the website for Business Services (see Attachments R and S).
12.	If we prepare two proposals, one for Workforce Services and one for Business Services, do we need to use different alpha-numeric codes, or is it acceptable to use the same one for both?
	Yes, a different alpha-numeric code should be used for each. One for Business Services and a separate one for Workforce Services.
13.	Is the South Miami Center a satellite access point or a One Stop center?
	A Contractor will deliver all Workforce Services from the CareerSource center at South Miami.
14.	Can new respondents for the Workforce Services RFP, provide Refugee Services reference history in place of One Stop past performance?
	reference matery in place of one otop past performance.

15.	Are the items listed on the RPF Page #22 only applicable to the Busines Services narrative?
	Yes, the items are specific to Business Services with the exception of the information referencing Attachment K. Attachment K is specific to Workforce Services only.
16.	Can you provide a list of mandated partners on Page #17?
	The list of required partners, including references to the authorizing statutes for each program, is in Section 121 (b) (1) of the Workforce Investment Act (WIA).
17.	Are the MOU's with the mandated partners directly done with CareerSourd South Florida? Or the MOU's must be executed directly with the mandate partners and the respondent? If so, are the MOU's a part of the RPF submission
	The MOU's are directly with CareerSource South Florida and are not a required part the RFP submission.
18.	If an agency has never offered Workforce Services, what information should provided to satisfy the requirement listed on Page #20 under Organization Experiences/Capabilities, Letter a. "Describe Respondent's years of experien delivering the solicited workforce services; complete Attachment E (Referen Chart)."
	Respondents for Business Services shall provide experience/capabilities relevant relationship with businesses in the areas of recruitment and training of personn Experience does not have to be specific to a respondent previously serving in the re of a workforce system Service Provider.
	Respondents for Workforce Services shall provide experience/capabilities relevant providing employment and training services to jobseekers.
19.	How would you track performance if outside of the targeted industries that fall within the job occupation (i.e. A Web Designer for the Dade County Public Schools)?
	Performance would be tracked for both occupations and businesses.
20.	According to the RFP the "contract awarded shall be a fixed (Job Placemen unit cost)"; What is the basis for the unit cost?
	The basis for the unit cost is the Cost Per Placement: Obtained Employments an Direct Placements.

21.	Technical Proposal Narrative – Thirty-Five (35) Page Limit (Limit excludes applicable attachments) Attachment G is the Technical Proposal cover sheet for Respondent to utilize for the Technical Proposal Narrative component. Two unbound originals and eight unbound copies are required to be submitted. Respondent shall describe the service delivery model that maximizes the menu of workforce services (i.e., WIA Adult, WIA Dislocated Worker, TANF, SNAP, Trade Adjusted Assistance, Rapid Response) offered in an integrated Career Center to increase employment outcomes and reduce cost. Question: What does "maximizes the menu of workforce services" mean?
	Does it mean allow for the use of workforce services? Does it mean make workforce services available?
	Maximize the menu of workforce services means to provide the applicable workforce services to increase employment outcomes and reduce cost.
21a.	Respondent shall articulate its strategy to administer services to the business community. The strategy shall address staff integral to the successful administration of services.
	Question: Is there a typo in this question or does it correctly state "business community"?
	It correctly states "business community".
22.	Please clarify the roles of the Workforce Services provider and those of the Business Services. In particular the position of the Business Consultant listed for the Career Center Staffing. How does this position's role relate to the Workforce Services contract and the Business Services contract?
	Although both the Business Consultant and Employer Specialist role is similar in that both work with businesses, the primary functions are different. The main role and function of the Business Consultant is specific to Business Services. The Business Consultant works specifically with the business and markets incentives and delivers services to businesses for the region.
	The role of the Employer Specialist is specific to developing opportunities for job seekers and is staffed in the Center.
23.	There is staffing requirements for the Workforce Services as an attachment. What is the staffing requirements for the Business Service Contract?
	Proposers for Business Services may use the Career Center staffing roster as a guide when proposing staffing. All position titles listed on the Career Center roster are not

	required.
24.	In reference to the payment structure, will there be any fluctuation in the number of required placements per month to reflect a more realistic picture of the historical placement trends?
	The minimum monthly number of placements will be set to reflect the historica placement trends.
25.	Will the payment structure allow for service providers to make up for any shortfalls in performance (obtained employments and direct job placements) in any given month?
	Yes.
26.	In the Attachment K, we noted a big disparity in the performance goals for each center. What rationale was used? Was the length of time in operation taken interaccount?
	A revised Attachment K will be posted. The performance goals for each location ar based on the number of jobseekers served.
27.	Do you anticipate having a cost per participant?
	No.
28.	In Attachment K on proposed deliverables, there is a column showing th proposed performance standard for Obtained Employment (OE). The sum of th proposed performance standard for OE for the entire region appears to b roughly double the performance that the region is exhibiting during the currer program year. Are these figures correct?
	A revised Attachment K will be posted.
28a.	Is it the intent of the SFWIB to contract for roughly double the number obtained employment placements as are being produced during the current program year?
	Refer to revised Attachment K which reflects the employment outcomes expected i proportion to the amount of funding the Region receives from the State.

29.	Will the Business Services component of this RFP have a performance payment and fixed rate payment structure? If is, is it 30% performance based and 70% fixed?
	The Business Services component of the RFP will be a performance based contract based on units of employment outcomes. There will be some reimbursable costs, i.e. On-the-Job Training, Paid Work Experience, and Employed Worker Training.
30.	For Business Services, are the performance goals tied to the overall performance of the region?
	Yes.
31.	Understanding that the matching of customers to job openings is the key to a successful outcome, how will that be measured in the Business Services contract?
	The matching of job openings will be measured by the number of jobs filled.
32.	Can you please provide a detail on how many Wagner Peyser staff will be assigned to each career center?
	The number of Wagner-Peyser staff to be assigned to each center has not been determined.
33.	In reference to One Community One Goal, is this applicable to Monroe County?
	One Community One Goal is not applicable to Monroe County. The industries listed under One Community One Goal are applicable to Monroe.

	Questions from the floor:
1.	Is the salary range going to be revised for the next year to reflect current positions such as the Career Advisor? If so, will these be posted?
	Salary ranges will not be applicable next year but can be used for guidance.
2.	Do we use old salary ranges or new salaries when preparing the budget to the RFP?
	See answer to #1 above. The respondent shall propose salaries. For uniformity the respondent shall utilize the titles as specified in Attachment Q.
3.	When are all the revisions to the RFP posted online?
	All revisions to the RFP, requests for clarifications, and questions provided during the Offerors' Conference will be posted on our website in two days. However, any other revisions to the RFP could be posted to our website at anytime and it is the responsibility of Respondents to review the website for any changes.
4.	Is there going to be reimbursement for a fixed cost-per-placement in the workforce services contracts?
	The Workforce Services contracts will pay based on units of employment outcomes.
5.	When we submit a reimbursement is it going to be required that we also submit the cost at the time of the reimbursement?
	SFWIB will pay based on units of employment outcomes submitted in the monthly invoices from Contractors.
6.	In the list of centers available it lists Opa Locka as a separate, is it the intent for that to be a full service career center?
	All the locations listed are to provide all workforce services.
7.	Under Workforce Services to Businesses, page 18, 1.e. marketing and developing worksites and training agreements with employers, does that apply to community work experience for CAP participants or is that still exclusively a workforce center responsibility?
	The worksites for Business Services do not include developing unpaid worksites. Developing unpaid worksites for CAP is still a Workforce Services for job seeker responsibility.

8.	Do business services have to be tied to a specific location or can you apply to business services in general and then tie to a certain location?
	No, Business Services is not tied to a specific location.
9.	Because forms or attachments are being revised and need to be uploaded, is there going to be an extension on the due date of the RFP?
	There will not be an extension of the RFP due date.
10.	For new providers that are going to propose for Workforce services where can we find the current salaries for each location?
	The current salary ranges for Workforce Services are included in Attachment Q.
11.	In order to understand where the business services stops and workforce services begins, will the business services contractor interact with job seekers?
	It is the intent of the RFP that the Contractor will work with both businesses and job seekers.
12.	Regarding the funding reserve mentioned on page 31, it mentions having to document those funding currently receiving and expected to continue receiving, how does one provide documentation on the expected funding?
	An award letter may be used or any other documentation that would show non-federal and non-state (Florida) funding sources.
13.	Does SFWIB expect to have each site location provide or offer business services to that workforce services location? Is each center going to have two different contractors?
	It is the intent of the RFP that the Contractor will work with both businesses and job seekers. There will be one Contractor operating a Center, yet there may be more than one Contractor offering services to businesses at a Center.
14.	Some of the services described under the business services portion of the RFP refers to matching those jobs and my assumption is that there will be some type of collaboration between them? Is business services going to be also required to do eligibility for job seekers so they can access WIA funds for OJT? How is it envisioned that there is going to be some type of collaboration or that is it going to work totally separate?

	It is the intent of the RFP that the Contractor will work with both businesses and job seekers. This may require eligibility, job matching, etc.
15.	In light of having a business services contract are the business consultants that each provider sends to SFWIB required since you are going to have a provider for business services?
	Workforce Services will not have a Business Consultant work from SFWIB headquarters.
16.	Should we budget for the Business Consultant position?
	If the respondent is proposing to use Business Consultants as part of the workforce service being offered, then the position should be budgeted.
17.	Attachment Q indicating the job descriptions shows the business consultant reports to the business services unit in SFWIB, will there be changes?
	The job description for Business Consultant under Attachment Q has been revised.
18.	On page 26-31 it states that Workforce Services contractors must meet at least 65 percent of the 2013-2014 Balanced Scorecard performance measures for renewal and/or future contract consideration; do we have the data that identifies which of those 13 sites are the contracts ineligible for is it all the sites?
	At this time, performance for program year 13-14 has not been finalized.
19.	What attachments are included or excluded in those sections that have a page limitation, generally discussed on page 20? If a proposer wanted to include additional attachments such as resumes, will that be permissible?
	For the Organizational Experiences/Capabilities, the ten page limit is for the narrative only. The page limitation excludes Attachments C, Q, E, F as well as any other attachments, such as resumes the Respondent may provide.
	For the Technical Proposal Narrative, the page limitation excludes Attachment G. There are no other attachments to the technical proposal.
20.	Should there be further questions after the answers are posted, how will additional answers to questions be obtained?
	Reference Section II.C. (Cone of Silence), D. (Request for Clarification) and E. (Offerors' Conference) on pages 9 - 10.
21.	With regard to the note that is on page 26 regarding the 65 percent and EAS after

meas curren contra22.Are E cente tied to A Bus servio23.The p busing that s23.Result result24.Rega docut contra24.Will e Yes, e25.Durin addition25.Durin addition	berformance data for the Employment After Services (EAS) within 90 days is ured cumulative; as it refers to the reporting period (July 1, 2013 through the nt date). Each center has its own contract and is evaluated individually by its acted Balanced Scorecard Performance Measures standards. Business Services compensated based on the performance of the workforce or compensated as a separate entity? How is that measured? Is the pay the contractor?
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23.resumResum24.RegadocumcontrA tool24a.Will eYes, e25.DuringadditionAt thewelcoaddition	ay is tied to a contract, whether it is Business Services or Workforce Services. If a ess services contract is being proposed, there will be performance measures for pecific contract which will be negotiated at the appropriate time.
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25. Durin additi At the welco additie	will be used as part of the rating process for current contractors.
25. Durin additi At the welco additie	xisting contractors be rated on the elements required in Attachment L?
At the welco addition	existing contractors will be rated on the elements listed on Attachment L.
welco additi	g the public review forum will respondents be expected to provide onal documentation or response to questions?
26. To re	public review forum, raters will disclose their individual ratings. Respondents are med to attend the Public Review Forum; however, are not required to provide onal documentation or respond to any questions.
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27. This	eiterate, during the public review forum, are Respondents witnessing the

	SFWIB and it talks about CareerSource South Florida so as we are writing or responses and we are referring your entity what should we reference it as?								
	Our legal name is South Florida Workforce Investment Board and awarded contract will be awarded under the South Florida Workforce Investment Board. We do business as CareerSource South Florida.								
27a.	When responding to the RFP, should career centers be referenced as CSSF or SFWIB?								
	Centers should be referenced as CareerSource South Florida (CSSF) centers.								
27b.	In terms of policies, do we refer to them as SFWIB or CSSF policies?								
	If Respondent is reference a policy, these should be SFWIB.								
28.	On page 24, under the cost allocation plan, it indicates the CAP is a document								
	that specifies the allocation methods used for distributing all costs of an organization. Do you want all the costs of the organization or the cost regarding the workforce program?								
	that specifies the allocation methods used for distributing all costs of an organization. Do you want all the costs of the organization or the cost regarding								
28a.	that specifies the allocation methods used for distributing all costs of an organization. Do you want all the costs of the organization or the cost regarding the workforce program?The cost allocation plan pertains only to the workforce services that respondents will be								
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28a. 29.	 that specifies the allocation methods used for distributing all costs of an organization. Do you want all the costs of the organization or the cost regarding the workforce program? The cost allocation plan pertains only to the workforce services that respondents will be performing for SFWIB. Page 24 also indicates official accounting records must support all costs. Do you want that included in the response or made available for monitoring purposes? Official accounting records are not required to be submitted with the Cost Allocation 								

Current Staffing Pattern at Centers

	CAREER CENTERS	Clerk/ Telephone Operator	Customer Service Representative	Workshop Facilitator		Program Specialist II	Career Advisor	Lead Career Advisor	Outreach Specialist	Placement Specialist	Employment Specialist	Business Consultant	Workforce Program Supervisor	Workforce Program Director Manager	
1	Hialeah DT	2	6	1	5	1	9	0	0	1	2	0	2	1	
2	Homestead	3	2	1	0	2	4	0	2	2	0	0	0	1	
3	Little Havana	6	1	1	0	2	8	1	0	4	2	0	2	1	
4	Northside	11	2	0	3	3	19	0	1	3	1	0	3	1	
5	Perrine	0	7	1	0	3	6	3	1	4	1	1	1	1	
6	West Dade	0	8	1	0	4	11	3	1	1	1	0	1	1	
7	Carol City	1	5	1	1	1	14	3	1	4	3	0	1	1	
8	Miami Beach	0	3	1	2	2	4	2	1	6	1	0	1	1	
9	City of Miami	1	3	1	4	1	6	1	1	3	1	0	1	1	
10	North Miami Beach	1	12	1	0	2	9	1	0	4	4	0	0	1	
11	Key West	1	1	1	1	0	1	0	0	1	2	0	1	0	
12	Key Largo	1	0	0	3	0	2	0	0	2	1	0	0	1	
13	Opa-Locka	0	1	0	0	0	2	0	1	1	0	0	1	0	

Caseload per Center

	Universal Jobseekers	Intensi				
Location	Wagner- Peyser	WIA Adult + Dislocated Worker	Welfare Transition / Career Advancement Program	Totals	%	
Carol City	7366	681	216	8263	8.2%	
City of Miami	5587	51	255	5893	5.8%	
Florida Keys	1287	93	1	1381	1.4%	
Hialeah Downtown	7727	517	173	8417	8.3%	
Homestead	4621	285	147	5053	5.0%	
Little Havana	9000	479	252	9731	9.6%	
Miami Beach	2202	482	27	2711	2.7%	
North Miami Beach	15281	358	172	15811	15.6%	
Northside	12723	860	318	13901	13.8%	
Perrine	13982	270	204	14456	14.3%	
Opa-Locka	1020	n/a	79	1099	1.1%	
South Miami	137	n/a	n/a	137	0.1%	
West Dade	13381	639	214	14234	14.1%	
TOTALS	94314	4715	2058	101087	100.0%	