

Workforce Services RFP
Offeror's Conference
Q & A
July 19, 2011

| Requests for Clarification prior to the conference: | |
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| 1. | If an organization passed Due Diligence for the previous Workforce Services procurement, is it required to resubmit the paperwork? |
| | Yes, the specific documentation to be submitted is outlined in Attachment L, Due Diligence Requirements, Proposer Due Diligence Review. |
| 2. | In Section C of the Due Diligence Tool, what is the fiscal period requested in the list of revenues for the most current fiscal period? |
| | The current fiscal period should be from July 1, 2011 to June 30, 2012. |
| 3. | In Section C of the Due Diligence Tool, when documenting revenues, besides contracts and award letters, what other documentation is acceptable? |
| | Grants, private sources of revenue such as sales, private contracts, donations, contributions and available lines of credit. The requirements are outlined in Attachment L, Due Diligence Requirements, Proposer Due Diligence Review. |
| 4. | (a) In Section C of the Due Diligence Tool, what is the next operational year? (b) How much detail is required in the agency-wide budget? |
| | (a) The next operational year is the current fiscal year; in other words, the agency's projections for the year of the proposed services. |
| | (b) A schedule detailing Salaries and Fringes (FICA/MICA, workers compensation, unemployment compensation, health, dental, and life insurance, retirement allowances, etc.) for each agency employee and the funding sources being allocated to. The schedule should show the gross yearly salary amount, biweekly amount, percentage and amount allocated to each program. In addition, a schedule detailing the operating expenses for the agency such as: rent, utilities, insurance, telephone, supplies, postage, equipment, travel, audits, professional services, background checks, staff training, membership dues, subscriptions, etc. |
| 5. | Regarding the Organizational Capabilities component, what elements should be included in the description of the financial control process? |
| | Refer to Section V (B), Contact Terms and Financial Capacity and (H) Operating Requirements, to ascertain what elements to include in the response addressing Respondent's financial control process. |

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| 6. | Should ITAs be included in the Budget? |
| | No, ITAs should not be included in the Budget. |
| 7. | Attachment M, the Balanced Scorecard, is dated October 2010; which scorecard is the RFP based on? |
| | The RFP is not based on a specific Program Year's Balanced Scorecard. Attachment M, the Modified Balanced Scorecard Report Specifications, is an explanation of the methodology applied to a set of performance measures that a selected Respondent may be responsible for meeting in Program Year 2011-12. |
| 8. | When explaining Business Services in the Technical Narrative, should proposers describe what is done at SFWIB Headquarters or only the services conducted at the Career Center? |
| | The Respondent is expected to address the services outlined in the Business Services section of the Scope of Services, ensuring that its response adheres to the instructions in the RFP under the Business Services component of the Technical Narrative, i.e., that Respondent shall articulate its strategy to administer the services; the strategy shall address staff integral to the successful administration of services. A Respondent should not assume what services will be delivered at SFWIB Headquarters as that is a contract element, to be discussed between a successful Respondent and SFWIB during contract negotiation. |
| 9. | Provide the components that make up each of the proposal scoring elements and define what you are looking for in each of the areas. |
| | Refer to Section IV Evaluation Process and Selection Criteria, pages 15 to 20, for information on the elements that constitute each required proposal component. |
| 10. | If bidding on more than one Career Center, do we have to submit a proposal packet for each? |
| | Only one Technical Narrative per Respondent is required; on Attachment F, Technical Proposal Cover Sheet, the Respondent shall document the proposed locations where services will be delivered. However, Respondents shall submit individual budgets per proposed location. |

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| 11. | For a Respondent who is not an existing Career Center Provider but is an existing Youth Provider, should it submit its Youth Programs performance outcomes? |
| | No, Respondent shall submit proposed Program Year 2011-12 performance outcomes on Attachment J, Proposed Performance Chart. |
| 12. | For the Mandated Career Center Partners, do proposers have to submit a MOU or is the MOU between SFWIB and the mandated partners? |
| | No, the Respondent does not have to submit a MOU. A MOU is executed between SFWIB and the mandated partner. In accord with the RFP's instructions, the Respondent's narrative shall address its collaboration strategy with mandated partners. |
| 13. | Under the Technical Narrative component, Assisted and Unassisted Core Services apply to both the WIA and Wagner-Peyser programs; under the Wagner-Peyser program, the Respondent is instructed to address Jobseeker Services which overlaps with WIA; what elements should the Respondent include in the WIA and Wagner-Peyser programs? |
| | It is the Respondent's responsibility to follow the instructions outlined in the Technical Proposal Narrative section in developing its response. |
| 14. | Under the RFP, are all TAA customers required to be dual enrolled in WIA? |
| | Yes, the Respondent's administration of the TAA program includes the dual enrollment of TAA customers in WIA. |
| 15. | Data entry responsibilities vary from program to program; what elements should Respondent address under the Data Entry section of the Technical Narrative component? |
| | As specified under Section III (O) of the RFP, Respondents shall address the Initial Assessment Application, Employ Florida Marketplace, One Stop Service Tracking, and the Service Account Management System in the provision of jobseeker services. |

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| 16. | For most mandated partners, it is SFWIB that determines and negotiates partnership terms; (a) should the Respondent state that SFWIB determines and negotiates partnership terms? (b) What is the Center's responsibility? |
| | (a) Yes, the Respondent should state that SFWIB determines and negotiates partnership terms as expressed through a MOU. |
| | (b) The Center's responsibility is to follow the terms of the MOU. |
| 17. | Regarding Attachment P, Career Center Staffing, is the Career Center required to have every listed position? |
| | No, the Career Center is not required to have every position listed in Attachment P, Career Center Staffing. |

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| Questions from the floor: | |
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| 1. | (a) Pages five and six mention six funding streams; are those the only six streams? (b) If those are the six streams, must the budget show columns for all six? |
| | (a) Yes, those are the six funding streams. |
| | (b) The Budget must have a column for each funding stream. |
| 2. | The Due Diligence component requires the submission of a global budget; what timeframe should be reflected in the budget? |
| | The specific requirement is for the current fiscal year. The current fiscal period is from July 1, 2011 to June 30, 2012. |
| 3. | (a) Should the Respondent list sources of revenue for the same period? (b) Do sources of revenue and the global budget cover the same year? |
| | (a) Correct, the Respondent should list sources of revenue for the current fiscal year; see Attachment L. |
| | (b) Yes, sources of revenue and the global budget cover the current fiscal year. The current fiscal period is from July 1, 2011 to June 30, 2012. See Attachment L. |
| 4. | (a) How long does it take to get reimbursed after filing reimbursement reports? (b) What happens if the report is incomplete? |
| | (a) If the submitted package is complete, it will take 15 business days. |
| | (b) If the package is incomplete, you will be contacted to afford you an opportunity to provide the missing items. Once all items are received and reviewed, it will take 15 business days. |
| 5. | If an organization has the fiscal experience and another one has the managerial experience, can they partner for the RFP? |
| | No, only one Respondent-agency may submit a proposal response. However, Respondents who are recommended for a contract to perform the solicited services may submit a written request to SFWIB for approval to subcontract. |

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| 6. | Must the Respondent address all service components or can it choose one or two services to perform? |
| | Respondent shall address all the elements in the technical narrative section of the RFP; reference page 16 of the RFP. Proposals failing to address all required RFP components (Technical Proposal Narrative, Performance, Budget, etc.) may be disqualified from the competitive procurement process. |
| 7. | Is the date of the Public Review Forum seen on page 15 of the RFP correct or a typo? |
| | The Public Review Forum is scheduled for Monday, August 15, 2011, at 2:00 pm. |
| 8. | Under the Technical Proposal Narrative, the WIA element requires Respondents to address Assisted and Unassisted Core Services; but those services are also covered under the Wagner-Peyser element. Shall Respondents only describe Assisted and Unassisted services under WIA? |
| | Respondents shall address each Technical Proposal Narrative element independently as the elements will be rated independently. |
| 9. | Is it necessary to spell out the staffing requirements for each location? |
| | No, a staffing plan per proposed location is not necessary; however, Respondent must address staffing under the relevant element of the Technical Proposal Narrative and in the Organizational Capabilities section. |
| 10. | Should the budget be detailed by employee, weekly/annually, and fringes for the whole agency? |
| | Yes, that is the requirement, an agency-wide budget. |
| 11. | Is it possible to get a copy of a past winning RFP? |
| | Yes, via a written public records request to the SFWIB Policy Coordinator. |
| 12. | Are the numbers in Attachment J for 9 months or 12 months? |
| | The RFP is for October 1, 2011 to June 30, 2012 (9 months). Complete the chart in Attachment J to show proposed Program Year 2011-12 outcomes for each proposed location. |

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| 13. | Can a Respondent use the same ID number as in previous RFP submission? |
| | It is advisable to create a new number. |
| 14. | What is the timeline for filing the RFP? |
| | The date for proposal submission is no later than 5:00 p.m. ET, Friday, August 5th, 2011, as seen in the Solicitation Timetable (page six of the RFP). |