



REQUEST FOR PROPOSAL: WORKFORCE SERVICES

QUESTIONS & ANSWERS

ISSUED October 26, 2020

RFP No. 21-0055

No.	Question	Response
1.	Are there any One-Stop Operator positions? If so, how many and what is the salary range?	One Stop Operator is outsourced as stated in the RFP.
2.	Can you please list the number of positions currently budgeted for/filled associated with the salary ranges?	This is addressed in the RFP, Refer to Appendix 2.
3.	Can you provide current customer flow charts as they relate to the different scopes of work in the RFP?	Respondents are encouraged to use their expertise to develop and propose innovative customer flow process(es) that incorporate existing workforce policies and procedures.
4.	<p>Will you share the current benefits structure for the One-Stop Operator and Career Services that can be shared for comparison purposes/continuity of services?</p> <p>a. Health Insurance premiums and employee contributions?</p> <p>b. Paid Time off Policies?</p> <p>c. Staff – Professional development policies?</p> <p>d. Current Retirement benefits?</p> <p>e. Other benefits such as life insurance, ST Disability, LT Disability, etc.?</p>	<p>CareerSource Tampa Bay’s Employee Benefits (health insurance, life, etc.) are in the process of being updated.</p> <p>Excerpt of Employee Handbook has been imbedded to provide an understanding of the Organization’s benefits.</p>  <p><b>Employee Handbook - Excerpt</b></p>
5.	Are there any current CSTB staff members that would transition to a leadership role in One Stop Operator and/or Career Services positions? If so,	Titles are specific to the respective service components that are being outsourced. Contactors are expected to develop their own job descriptions based on the model they are proposing to implement for the applicable service component. Refer to Appendix 2 provided for planning purposes.

	can you provide the job descriptions?	
6.	Based on the staffing levels and anticipated costs to be fronted by contractor, do you accept Invoicing for contract services on a biweekly, bi-monthly or monthly? What is the turnaround time once an invoice has been submitted to CSTB?	This is addressed in the RFP. Refer to section V. Reports.
7.	Do you accept the Business License applied for in the State of Florida in responding to the RFP?	Yes, but license will need to be in place prior to contract execution.
8.	Does TIER 1 certification for staff come out of CSTB or Contractor funds? If contractor funds, what is the cost of the certification?	No cost for CSTB or Contractor. Cost handled at the State level.
9.	Can you provide a list of organizations that attended the respondent's conference?	Yes, see below: <ul style="list-style-type: none"> <li>• Arbor E&amp;T, LLC dba Equus Workforce Solutions</li> <li>• Education Data Systems Inc</li> <li>• The Kaiser Group, LLC dba Dynamic Workforce Solutions</li> <li>• JobWorks, Inc</li> <li>• KRA Corporation</li> <li>• Eckerd Youth Alternatives, Inc</li> <li>• Career Team</li> <li>• C2 Global Professional Services, LLC (C2 GPS)</li> <li>• Grant Associates</li> </ul>
10.	Do current staff represent the diversity of the population?	The current staffing model reflects the diversity of CSTB customers.
11.	Will you please provide a list of current workshops being offered in house for CareerSource Customers?	Listing of Workshops is summarized in the imbedded document. <div style="text-align: center;">  <p>CSTB Virtual-EST-Workshc</p> </div>
12.	Do you use a comprehensive assessment tool currently?	Currently the WIOA Adult and Dislocated Worker program utilizes the following compressive assessment tools: <ul style="list-style-type: none"> <li>• Online application/pre-screening process</li> <li>• Wonderlic – basic skills assessment</li> <li>• CareerScope –formal, structured aptitude/interest assessment</li> </ul>

13.	Can you please provide the budget forms in excel?	The Respondents who have submitted a Notice of Intent will be sent the budget forms in excel format
14.	Do you want the appendices filled out in the current form, or can the headers be imported into word to be completed, if necessary?	The Respondents who submit a Notice of Intent will be sent the PDF fillable versions of the appendices.
15.	Do the full questions in the Statement of Work section of the RFP (beginning on page 31) need to be included in the RFP response, or can they be abbreviated to save space?	This is addressed in the RFP. Refer to section X. STATEMENT OF WORK – REQUIRED RESPONSES.
16.	Because there is a requirement to hire all current employees for at least the first 90 days, can you please provide current staffing levels by job title for each component (One-Stop Operator and Career Services, and Business Services and Adult & Dislocated Worker).	See below for number of board staff by title and Department of Economic Opportunity (DEO) funded staff. Respondents should use this information to develop their specific organizational structure(s) for the applicable service component(s).

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**Board Staff**

Department	# of Current Employees	Job Title	Salary Range	
			Min	Max
Business Services	5	Sector Strategist	\$47,322	\$70,983
Business Services	3	Business Liaison	\$43,020	\$64,530
Career Services	3	Remedial Instructor	\$35,553	\$53,330
Career Services	9	Recruiter (includes 5 RESEA)	\$32,321	\$48,482
Career Services	10	Resource Specialist	\$29,383	\$44,075
Career Services	1	Placement Specialist - RESEA	\$29,383	\$44,075
Job Order	1	Job Order Lead	\$35,553	\$53,330
Job Order	3	Job Order Technician	\$32,321	\$48,482
Programs	1	Program Coordinator	\$43,020	\$64,530
Programs	2	Lead Career Coach	\$35,553	\$53,330
Programs	8	Career Coach	\$32,321	\$48,482
Programs	1	Placement Specialist	\$29,383	\$44,075
Programs	3	Recruiting Coach	\$32,321	\$48,482
Programs	1	Outreach Specialist	\$43,020	\$64,530
Programs	2	Program Specialists	\$29,383	\$44,075

**DEO Funded Staff**

Department	# of Current Employees	Job Title
Career Services	3	Employment Services Rep I
Career Services	1	Employment Services Rep I - Migrant Seasonal Farmworker
Career Services	1	Employment Services Rep I - Customer Service
Career Services	1.5	Employment Services Rep II
Career Services	1	Jobs and Benefits Supervisor
Business Services	2	Employment Services Rep II - Local Veterans Employment Representative
Career Services	9	Employment Services Rep II - Disabled Veterans Employment Representative

17.	On page 50, item 7, it indicates that, “Respondents shall not respond to any questions in this RFP by referencing material presented elsewhere.” However, for the	Yes, in this instance it would be acceptable.
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	<p>questions that specifically reference items to be included as attachments (charts, resumes/job descriptions, and references), is it OK to include a short response that references the availability of that information in the corresponding attachment?</p>	
18.	<p>If we will be responding to both components, can we ship them in the same box, or does each proposal package need to be individually boxed/shipped?</p>	<p>Yes, you can include your proposals for both components in the same box. The outside of the package shall be clearly labeled "RFP No. 21-0055".</p>
19.	<p>May we receive additional information regarding the virtual service provider and their offerings to assist respondents in determining how we will coordinate with that provider and how our offerings might complement or augment those services?</p>	<p>We are currently in contract negotiations with an organization for the Virtual Services. You may refer to the Virtual Services RFP for the scope of services at: <a href="https://www.careersourcetampabay.com/wp-content/uploads/2020/06/RFP-20-0475-Virtual-Services-1.pdf">https://www.careersourcetampabay.com/wp-content/uploads/2020/06/RFP-20-0475-Virtual-Services-1.pdf</a></p>
20.	<p>RFP Page 24, VIII Scope of Services (A)(1)(a). What are the current benefit options available to CSTB employees, including health insurance plans/costs and personal time off policy?</p>	<p>Please refer to the response for question #4.</p>
21.	<p>RFP page 41, Cost Proposal. Please confirm that respondents are permitted 5 pages for the One-Stop Operator &amp; Career Services cost proposal and 5 pages for the Business Services and WIOA Adult &amp; Dislocated</p>	<p>Respondents shall prepare a separate proposal packet for each of the service components being proposed for (i.e., One-Stop Operator &amp; Career Services and/or Business Services and WIOA Adult &amp; Dislocated Worker Services). The proposal packet consists of (a) the Technical Proposal, (b) the Cost Proposal, and (c) Required Attachments.</p>

	Workers services cost proposal.	
22.	RFP page 50, Appendix 2. Please advise how many (full-time equivalents) of each Job Title listed are part of the current contract.	Refer to responded provided for question #16
23.	RFP page 50, Appendix 2. In addition to the job titles listed as part of the provider contract, please advise on the following. a. How many DEO positions are part of center services? b. How many migrant/seasonal farm worker positions are part of center services? c. How many TAA positions are part of center services?	DEO positions as part of center services – 6 ½ FTE  Migrant/seasonal farm worker positions are part of center services – 1 FTE (DEO)  TAA positions as part of center services – ½ FTE (DEO)
24.	RFP page 36, please confirm the requested transition plan can be provided as an attachment and is not subject to the page limit	The question regarding the transition plan listed on page 36 for Business Services and WIOA Adult & Dislocated Worker Service Elements is part of the technical proposal which is limited to 35 pages.
25.	RFP page 39, please confirm tables, charts, and graphics are not subject to the 12-point font size.	Tables, charts, and graphics are not subject to the 12-point font size however information should be legible.
26.	Will attachment N. Budget forms be provided in Excel format?	The Respondents who have submitted a Notice of Intent will be sent the budget forms in excel format