

## Questions and Answers

### RFP WS2017-002 Management and Operation of SE Texas Centers

1. Is this solicitation seeking a provider for Job Center Manager and Operator only, or does this include service provision for Title I Youth and/or Adult and Dislocated Worker services in the centers? **The funding related to this procurement is listed on page 8 of the RFP document and the scope of work is on pages 8-12.**
2. What is the anticipated funding allocation for the services solicited? **The anticipated available funds are on page 52 of the RFP document.**
3. Is the provider expected to manage all WIOA funding listed on page 52, i.e. is this pass-through funding that is responsibility of the SE Texas Center Operator to manage? **The funds listed on page 52 are the anticipated funds for Workforce Center Operations as well as client training and support services.**
4. May the selected provider provide direct services using funding streams listed on page 52, such as Adult and DW funding? **The provider scope of work is listed on pages 8-12 and does not include the direct provision of occupational skills training.**
5. Page 52, Estimated Funding Summary – which is these estimated FY2018 funding amounts are applicable to this solicitation? **The funds listed on page 52 are the FY 2018 anticipated funds for Workforce Center Operations as well as client training and support services.**
6. Who is the current provider? **We have a Managing Director model that has two people as managing directors, Imogene Chargois and Lois Cornwell. They use the West central Texas Council of Governments as the PEO for staff.**
7. Please detail the current performance for PY15-16 and PY16-17 YTD. **Program year 2016 performance information is on pages 26-38 of the RFP document. The YTD performance attachment is provided with these answers.**
8. Are there staffing needs for Customer Service level staff or just for the Manager to oversee the system? **The RFP is seeking Management and Operations, which includes required staff for our workforce centers.**
9. Will the Operator be responsible for the MOU and Resource Sharing Agreement process? If so can you please share a copy of the current MOU and RSA documents? **The Resource Sharing Agreements are prepared by the Board. The MOUs are a coordinated effort between the Board, Workforce Center Management and the third parties. A list of MOUs is attached. This list is revised frequently. If you would like copies of specific MOUs, please let us know.**
10. How many State Merit staff are in each location? (i.e. Wagner-Peyser, TAA, etc.) **As shown on page 38 of the RFP document, there are 9 Texas Workforce Commission staff who work in our Workforce centers.**
11. What partners are actively offering services within the One Stop Centers? **Please refer to page 8 of the RFP document.**

12. Can you please provide the number of Adult and Dislocated Worker participants served in PY15 and PY16 YTD? **PY 2016 information is at pages 34-36 of the RFP document.**
13. At present how many participants are Active and how many are in follow-up by Adult and Dislocated Worker? **Please refer to pages 34-36 of the RFP document.**
14. How many staff are at each location and what are their job titles? **Please refer to page 38 of the RFP document.**
15. What is the average annual salary for the case management staff? **Please refer to page 38 of the RFP document.**
16. What are your current PY16 Performance Measures? **We have attached our December 2016 Performance report.**
17. May we have the current organizational chart, job titles and salary ranges of all employees who fall under the contractor's responsibility? **Please refer to the staff information on page 38 of the RFP.**
18. How many TWC staff are the responsibility of the contractor and where in the organizational chart do they fall? **Please refer to the staff information on page 38 of the RFP.**
19. Is the contractor required to retain current staff? **There is no requirement to maintain all existing staff, however, it is very important that there is a continuity of service without disruption during a transition.**
20. Is there a minimum benefit requirement for staff? **No**
21. Is it the board or the contractor who is responsible for purchase and maintenance of furniture and communication equipment such as phones, computers and copy machines? **The Board is responsible for these items.**
22. Who is responsible for IT? Both hardware and software? **Board staff is responsible for all IT.**
23. Could we have the historical expenses for staff travel? **The budgeted contractor travel for FY 2017 is \$29,475.00.**
24. Could we have the historical budgets to reflect all operational costs? **The FY 2017 budget for contractor operations is \$2,598,670.**
25. What is the current participant caseload per program? Adult, DW and Youth, NCP, SNAP, etc **A case load summary is being provided.**
26. Is there a transitional budget available for a new contractor to hire or transition lead staff before the contract start date? **A transitional budget would be available.**
27. Will board staff provide technical training to the contractor staff based on state and federal revisions or guidance of WIOA/childcare? **The Board staff provides some training to**

**contractor staff and also issues policy guidance on local implementation of program requirements.**

- 28.** Will paid holidays for the contractor's staff need to mirror the board paid holidays? **We would like them to be the same. We have 13 paid holidays.**
- 29.** Does the contractor or the Board process payment for job fair related items such as venue fees and marketing? **The Board does marketing for the workforce centers which involves mostly digital and social media with a small amount of print. The Board pays fees associated with the Red, White and You Veterans job fair and the annual Youth Expo. Costs associated with other job fairs that the contractor chooses to participate in, would be paid by the contractor.**
- 30.** Please verify that all direct service to the participants such as ITA's, supportive services and work based learning are paid for through the board and not the contractor. The budget of the contractor is for operations only? **The contractor authorizes all training and support payments and the Board processes the vendor payments for these items. The budget to be submitted with the RFP requires the responder to propose the training and support levels for FY 2018.**