QUESTIONS AND ANSWERS WDB 2025-001

REQUEST FOR PROPOSALS FOR MANAGEMENT & OPERATIONS OF WORKFORCE SOLUTIONS OF

SOUTHEAST TEXAS WORKFORCE CENTERS

1. When will WSSET publish the Q&A for RFP #2025-025? March 5, 2025.
2. Who is/are the current provider(s)? C2 Global Professional Services, LLC.
3. Are there any page or word limits for narrative responses for each the questions in Attachments E, F, G, H, and I? If so, what are those limits? Do questions need to be typed out as part of each narrative response? Does each response need to be typed in and fit in the boxes provided? Application Packet – Application Packet Instructions (page 4 of 58). All information requested in the RFP will need to be answered within the Application Packet utilizing the box provided after the question. Proposers may use a continuation page if needed (se paragraph 2 page 4 of 58). Full packet with all requested attachments and continuity pages cannot exceed 100 pages (paragraph 3 page 4 of 58).
4. Will WSSET allow more pages/words for narrative responses if each question is typed out and the type does not fit in the boxes provided? Application Packet Instructions page 4 of 58 paragraph 2 explains the continuation page if needed requirement.
5. RFP Section 3: Submission of the RFP Information, under the heading "Proposal Requirements", states that "One electronic copy with signatures must be submitted to rfp@setworks.org." There is no reference to any other proposal copies to be submitted. Are bidders required to only send one, complete electronic copy of their application packet? If bidders also need to submit hard copies of the application packet, how many copies are required? Bidders only need to submit one electronic copy with signatures by due date of RFP (page 12 of RFP)
6. Can WSSET provide a copy of the current organizational chart including all staff and management titles by center location? Page 26 of the RFP identifies current staffing and locations. The proposers will be responsible for identifying staffing patterns within budget to provide effective and efficient services to customers.
7. Can the WSSET provide salary ranges for all workforce center staff and management titles? Proposers are responsible for developing salaries for adequate staffing to provide effective and efficient staffing within budget.
8. Can WSSET provide job descriptions for current workforce center position titles? As a potential proposer, it will be your responsibility to staff the workforce centers with qualified personnel who meet operational needs and performance outlined in the RFP. We encourage proposers to develop staffing plans that align with the industry's best practices and ensure efficient service delivery.
9. The "Current Staffing" chart, found on page 26 of the RFP, reflects 22 total staff at the Beaumont Workforce Center, but a count of each position listed only adds up to 20 total staff. Can WSSET clarify the total number of staff at the Beaumont Workforce Center by position title? The current staff is twenty-two (22) which includes two (2) quality performance specialists.
10. The "Current Staffing" chart, found on page 26 of the RFP, reflects 3 total staff as Special Projects/QA. What Special Projects should bidders expect to administer? The Board may receive special funding during the contract period, and if awarded, the contractor will be required to provide the associated services. Currently the Boards special projects include Partners for Reentry Opportunities in Workforce (PROWD).
11. The "Current Staffing" chart, found on page 26 of the RFP, does not appear to reflect staffing for the Reemployment Services and Eligibility Assessment (RESEA) program. Likewise, the "Program

Participants Served" charts, found on page 36 of the RFP, do not reflect RESEA participants served numbers. Are RESEA staff included in the "Current Staffing" chart? If so, how many staff and what are the current position titles for RESEA staff? Currently there are three (3) dedicated and one (1) shared staff that provide RESEA case management. The RESEA profile pool fluctuates based on the number of unemployment insurance claimants. BCY 2024 Q4 (Oct-Dec 2024) 359 and BCY 25 Q1 (Jan-March) 442 was the number in the applicant pool.

12. The "Current Staffing" chart, found on page 26 of the RFP, reflects a Business Manager but not Business Services staff. Does the Business Manager Services lead the Business Services team? If not, what is the role of the Business Manager? Per the current contractor the Business Manager leads the Outreach and Business Services team in outreach to employers and job seekers. The potential proposer will provide a detailed staffing plan to successfully deliver services in Application Packet Attachment E #2, page 10 of 58. The staffing plan provides a guide to the number of current staff.

13. The "Current Staffing" chart, found on page 26 of the RFP, does not appear to reflect Business Services staff. Are Business Services staff included in the "Current Staffing" chart? If so, how many staff and what are the current position titles for Business Services team members? Currently there are nine (9) staff that provide Outreach and Business Services for job seekers and employers.

14. The "Program Participants Served" charts, found on page 36 of the RFP, reflects participants served under National Dislocated Disaster Grant and National Dislocated Grant COVID-19 in BCY25. The "Current Staffing" chart, found on page 26 of the RFP, does not appear to reflect staffing for either of those grants. Should bidders expect to continue administering either or both of those grants in BCY26? If so, which grant(s), how many staff and what are the current position titles for this staff? Currently, the Board does not have a National Dislocated Worker Grant (NDWG). If such funding becomes available in the future this would be listed as a "Special Project". Funding and staffing would be determined by the services provided.

15. The RFP states, on page 10, that "Training, youth work experience, and supportive services are obligated by the contractor, but the Board is responsible for payment to the providers or vendors." Is the contracted service provider responsible for making any payments related to client services? If so, what payments? No

16. Can WSSET provide a percentage breakdown ISY and OSY served for the past 2 years? The Workforce Innovation Opportunity Act (WIOA) requires the Board to expend no less than seventy-five (75%) of WIOA Youth program funds for out-of-school youth (OSY) and expend no less than twenty percent (20%) on work experience activities.

17. In addition to the numbers served, already provided in the RFP, can WSSET provide cost limits, and average participant costs for each of the following workforce services:
    - Occupational Skills Training/ITAs – maximum of $5,000 per program year
        - avg cost/participant - Adult/DW $7,578
    - Work Experience/Internships – $12.00 per hour
    - Apprenticeships – varies depending on apprenticeship site
    - On the Job Training – varies depending on the worksite
    - Support Services – as needed and determined reasonable to complete service

- Customer Incentives – Incentives are awarded as customer meets certain goals/achievements.

18. Can WSSET provide policies for the workforce services listed in Question 17? No
19. If operating solely within the existing WSSET facilities/workforce centers, does the contracted service provider bear any additional expenses? If so, please provide examples of those expenses. Not typically
20. Typically, when conducting in-person visits and reviews, and providing in-person support, our company's corporate support staff work temporarily out of existing workforce centers space. Will WSSET allow office space within existing WSSET facilities/workforce centers to be used on a temporary, short-term basis by contracted service provider corporate support staff? If space is available, it can be used temporarily with approval.
21. Besides TWC's Case Management System (TWIST/WIT) and Choices Online Tracking System (COLTS), what other data information software/systems are the contracted service provider required to use and are those costs covered by WSSET? Other systems used for case management include TWC Mainframe (no cost). The Board provides DocuSign, Laserfiche, and Microsoft 365 at no cost to the contractor.
22. Can bidders convert and submit the Budget Form and Salary Plan, found in Attachment I - Criteria 5: Cost Analysis/Cost Reasonableness, as Excel worksheets? Yes
23. The "Workforce Center Contractor FY 2025 Funding", chart found on page 35 of the RFP, identifies estimated funding available for VR SEAL and PROWD. How many PROWD staff are currently supported by the estimated $181,800? How many VR SEAL staff will be supported by the estimated $65,000? PROWD staff – one dedicated and two shared back-ups.
24. Regarding SEAL, is this staff typically budgeted year-round, or only during the normal SEAL activity period (April-August)? Only during SEAL activity period. How many FY25 SEAL participants does WSSET expect to serve? Served 61 SEAL participants in 2024.
25. Regarding the "Staffing Entity Costs" budget line item found in the Budget Form, if a bidder payroll services internally, should the bidder describe how their payroll is processed and that there are no costs associated with external staffing entities? Yes
26. In the Non-Personnel Costs section of the Budget Form, found in Attachment I - Criteria 5: Cost Analysis/Cost Reasonableness, there is a budget line-item titled "Insurance". Can WSSET define or provide examples of what it considers "Insurance" as a non-personnel cost, and explain the difference between this reference to Insurance and "required insurance and bonding" found in the Other Contractual Costs section of the Budget Form? The "insurance" line item may include but is not limited to General Liability Insurance, Worker's Compensation insurance, professional liability insurance, or other insurance if applicable.
27. The Salary Plan, found in Attachment I - Criteria 5: Cost Analysis/Cost Reasonableness, requests monthly and annual salaries only. Should bidders include salary figures only, or should they include figures that include salary and fringe benefits? Application Packet page 35 of 58 (Budget Form) breakout fringe salary. The following page includes figures that include salary and fringe benefits.

28. While understood that it will be negotiated, what is WSSET's cap/limit for proposed indirect or management fee? Refer to Texas Workforce Commission Financial Manual for Grants and Contracts Supplement on Procurement Chapter 14 Section O. Cost/Price Analysis regarding proposed indirect and profit. To state a % would infringe upon open and fair competition to proposers.

29. While understanding it will be negotiated, what is WSSET's cap/limit for proposed profit? Refer to question #28 answer.

30. Are there any state-imposed Technical Assistance Plans or Corrective Action Plans, currently, for WSSET? If so, what are they and how long have they been in place? The Board has been placed on a Corrective Action Plan due to not meeting Workforce Innovation Opportunity Act (WIOA) measure Adult Median Earnings Q2 at the end of BCY'24.

31. Are there any board-imposed Technical Assistance Plans or Corrective Action Plans for the current contractor? If so, what are they and how long have they been in place? No

32. Are bidders allowed to submit letters of support from community-based organizations and leaders? If so, how/where do we upload? Application Packet Attachment G #2 Continuation page 24 of 58. Experience and relationships can be provided in this section and letters added as a continuation page. Follow continuation requirements as noted in question #3 above.

33. Reviewing requirements for Attachment P. Should Proposer include all grievances related to job seekers and employers handled at the local operating locations or only those that were escalated to the corporate level? Provide grievances that require additional response above the local operating levels.

34. Can tables used in narrative responses contain font size less than 12 font? RFP requires 12-point font throughout the RFP, including tables to ensure consistency, readability, and fairness among all proposers.