

**POLK COUNTY WORKFORCE DEVELOPMENT BOARD, INC**  
**Request for Proposal**  
**Comprehensive Customer Services/  
One-Stop Operator Services**  
**RFP- PWDB-11-CCS-OSO-01**  
**Questions and Answers**

**Question:** RFP page 35, question 3: May we include the required table as an attachment? We anticipate that our table will be many more pages than the 9 pages allotted for the Experience section.

**Answer:** Yes, you may include the required table as an attachment

**Question:** Question 5 on RFP page 35 and Question 26 on RFP pages 37-38 seem to be duplicative. Please clarify if the same key staff are meant in both questions.

**Answer:** Yes, the same key staff is meant in both questions. In both questions, 5 and 26, key staff refers to staff directly or indirectly involved in the day to day activities of the project.

**Question:** Please provide a list of Wagner-Peyser including MSFW and Veterans staff titles and locations.

- a. WHOS  
Employment Representative II-4  
Employment Representative II DVOP-2  
Employment Representative II LVER-1  
Employment Representative II MSFW-1  
OPS-6
- b. LOS  
Employment Representative II-4  
Employment Representative II DVOP-2  
Employment Representative II LVER-1  
Customer Service Specialist-1  
OPS-3
- c. BARTOW

## Employment Representative II-2

**Question:** Please provide the current staffing plan including titles, salary (excluding WP and Vet staff) and caseloads broken out by program and location.

- a. Project Director \$55K-\$65K (1)
- b. Program Manager \$35K-\$45K (3)
- c. Project Coordinator \$40K-50K (1)
- d. Financial Analyst \$40K-\$50K (1)
- e. Administrative Assistant \$27K-\$30K (1)
- f. Lead Career Specialist\$35K-\$45K
- g. Vantage Instructors \$28K-\$38K (2)
- h. Career Specialist \$28K-38K (45)

**Question:** What is the current orientation schedule including WT by location?

- a. One Stop orientation M-F in One Stop Centers
- b. WTP Tuesday and Thursday One Stop and Satellite office
- c. WIA Tuesday and Thursday in One Stop Centers
- d. FSET Tuesday and Wednesday in One Stop Centers
- e. Job Corp Once a month
- f. Crew Leader Registration Thursday Winter Haven One Stop only

**Question:** Are partners currently participating in the orientation?

Partners are welcome to come to the orientations. There are no set standard partners at the orientations.

**Question:** What current workshops are available and at what locations, including WT seminars?

- a. 2 week Employability Skills Workshop
- b. Basic EFM
- c. Ex-offender workshop once a month
- d. Resume 1 0 1 bi-weekly in English and Spanish

**Question:** Is R17 currently meeting the 50% expenditure level for ITAs?

Yes

**Question:** How many participants are in training services per program per location?

- a. WIA LK 135/ WH115
- b. WT LK 55/ WH 35

**Question:** How are the two resource rooms currently staffed?

- a. DEO OPS staff (5)
- b. AARP (2)
- c. Experience Works (1)

**Question:** What assessment tools are currently used?

- a. Career Scope
- b. TABE
- c. Ready to Work

**Question:** How many OJTs and Customized trainings have been provided this program year? Are there more planned for the program year?

1 and Yes

**Question:** Is the current initial assessment tool proprietary? If not, please provide a copy.

Yes TABE and Career Scope.

**Question:** What services are provided outside traditional 8-5? Please provide current evening and/or weekend schedules including locations.

No physical Services are provided. However customer can access the orientations on the Polk Works website and job search through EFM.

**Question:** Are Career Specialists currently onsite at training provider locations? If so, where? When space is available weekly

- A. PSC,
- B. Traviss
- C. Ridge
- D. Other locations are monthly

**Question:** Does the Board's Business Services unit also develop CSWE and WE slots or only OJTs?

Only OJT

**Question:** What is the current Answer time from DCF regarding sanction requests?

Within 10 working days

**Question:** What process is used for customer feedback?

In house customer survey drop box

**Question:** How is the local match currently provided and tracked?

There is no required match for the funds listed in the RFP.

**Question:** Please describe how the Mobile Unit is currently staffed and what its usage has been this program year.

- a. Staff by current staff in various program staff
- a. Standard community locations every Tuesday
- b. Lakeland One Stop every Monday
- c. Lakeland Vet hall every 3<sup>rd</sup> Thursday
- d. Other community events when requested

**Question:** What are the expected carryover numbers per program?

- a. WT -452
- b. WIA-700
- c. FSET -50

**Question:** What is the board expectation for new enrollments per program for the rest of this program year and for next program year?

- a. WIA is currently out of ITA funds for new training enrollments.
- b. Polk Works does not set an expected number of customers to be served but provide an allocation for the amount spent in ITA.

**Additional Questions from  
One-Stop Operator Proposers' Conference  
Wednesday, December 14, 2011  
10:00a**

**Question:** The 2.9million listed in the RFP, is it only for operating expenses?

**Answer:** Yes

**Question:** Is it possible to have a planning figure for support services and ITAs for WT, WIA, REA, etc.

**Answer:** Yes, will post on website.

**Question:** Could you be more specific in regards to the type of contract?

**Answer:** This is a cost reimbursement contract.

**Question #4:** Is the performance with-hold a negotiable item?

**Answer:** Yes.

**Question:** Are REA and UC an expectation of this contract in regard to performance?

**Answer:** Yes.

**Question:** The \$2.9 million available, could it be broken down by funding source?

**Answer:** It is broken down in the RFP. Use the numbers in the current RFP for planning purposes.

**Question:** Are you going to publish what your current performance is for all programs

**Answer:** Yes. We will post to website.

**Question:** For cash flow planning purposes, can you provide us with expected invoice reimbursement time lines? For example, we submit an invoice within 30 days and you submit a payment within X days.

**Answer:** Polk Works makes every effort to disburse payments in a timely manner. Disbursements are based on approved invoices. Upon approval of invoices by the assigned contract manager, Polk Works will disburse payments within 10 days of the approved invoice.

**Question:** May bidders include additional attachments?

**Answer:** Bidders should be sure to include the mandatory attachments. Any other information will be considered as a part of the 31 page limitation. Please follow the instructions contained in the RFP.

**Question:** On Page 38 of the RFP it requests the Proposer to identify the number of Business Services Representatives and their levels of case loads. As this differs from the current structure, is it envisioned that in the future the Service Provider will have decision authority in the selection or the assignment of workflow for the Business Service Representatives?

**Answer:** No, it is not envisioned that in the future the Service Provider will have decision authority in the selection or the assignment of workflow for the Business Service Representatives. Reference to "employer services caseload" in this section was unintentional.

**Question:** Is the proposal document to be single-spaced or double-spaced?

**Answer:** The RFP does not specify a standard for single or double spaced; however, there is a page limitation of 31 pages.