



RFP 25-432

**Operation and Management of
Workforce Solutions Deep East Texas Child Care Services (CCS) System**

Questions & Answers

- 1. Question:** Is the Texas Rising Star Mentor management and the CCQ Quality Improvement money under the Board, or do you have a separate contractor?

Answer: TRS and CCQ Quality Improvement are currently at the Board level. (See RFP page 25.j.)

- 2. Question:** If management at the Board level, would you be open to contracting this out at some point?

Answer: At this time, TRS management and CCQ Quality Improvement will remain under the Board's direction. However, the Board remains open to revisiting the possibility of contracting out this function in the future.

- 3. Question:** Thank you for providing the number of current staff on page 15. Could you give a breakdown of these staff members by position title and average salary?

Answer: No. Respondents are responsible for designing their own management structure.

- 4. Question:** Could a current org chart be provided?

Answer: No. Respondents are responsible for designing their own management structure.

- 5. Question:** Are the Texas Rising Star Mentors at the Board level?

Answer: Yes.

- 6. Question:** As you know, Texas Child Care Connection (TX3C) is causing serious program barriers. The efficiency of the workload has decreased, while program compliance and payment analysis have increased significantly. While we would typically write a proposal, build our budget, and staff based on data and historical performance, TX3C appears to have ongoing issues. It has taken almost two years to deploy. What guidance can you provide in framing the development of the proposal, and the Board's flexibility in offering budget flexibility and support in unforeseen circumstances?

Answer: We recognize the challenges TX3C has posed during implementation. While there is budget flexibility, we are aware that most issues surrounding TX3C have been addressed.

- 7. Question:** Can you describe in more detail how the payment process works between the contractor and the Board? Who is responsible for processing (verifying payments, reconciliation, etc.) in Kindertrack? Is this at the Board or contractor level? Who is responsible for issuing the payment, at the Board or contractor level?

Answer: Contractor will be responsible for processing payments and reconciliations in Kindertrack. Currently, the Board issues the payments. The Board is open to moving provider payments to the contractor. Respondents wishing to provide this service must include a detailed cost analysis for this service.

- 8. Question:** Can you provide some insight on historical monitoring and contractor disallowed costs due to errors over the past couple of years?

Answer: There have been instances of late termination; enrolling children with wrong child care providers; and failure to properly enter data.

- 9. Question:** Would this Board be open to centralizing back office responsibilities at the contractor level, like provider payments and compliance, to the Dallas Region?

Answer: Yes.

- 10. Question:** (a) Page 50 outlines indirect costs and management costs. Is the de minimis rate accepted? (b) If yes, what would be needed for this rate?

Answer: (a) No. (b) N/A.

11. Question: What other technologies, besides TX3C, does the childcare services staff use?
What other systems do you use internally?

Answer: Current contractor staff utilize an electronic document storage system that is paid for by the Board.

12. Question: Do current subscriptions being used need to be factored into the budget? If so, what is the annual cost?

Answer: All subscriptions currently used are paid for at the Board level (i.e. Adobe Pro).

13. Question: On page 20 of the RFP under the “Automation System and IT Support” section, the RFP states, “*Server maintenance will be provided by WSDet at the Board level. WSDet will also be responsible for all desktop support and troubleshooting of PCs, printers, fax machines, copiers, and other equipment used by the Subrecipient.*” Does this mean that WSDet will provide and own all of the IT equipment needed to complete the scope of work in this RFP?

Answer: Yes.

14. Question: On page 50 of the RFP on the “Budget Form C – Budget Narrative” under the “F. Profit / G. Incentive Bonus” section, the RFP states, “*The Incentive Bonus is only available to non-profit entities. Indicate incentive amount, together with the expected basis of qualifying for an incentive payment. Profit and/or Incentive Bonuses are negotiable.*” Does the incentive bonus refer to an organizational incentive bonus or a personnel incentive? Could WSDet provide more information on this section?

Answer: The incentive bonus refers to an organizational incentive, and it is performance-based.

15. Question: Would the subrecipient be allowed to use other applications/technology to manage work?

Answer: Possibly, with the approval of our IT staff.

16. Question: Will WSDet be responsible for cyber security training for subrecipient staff?

Answer: Yes.

17. Question: (Transition Plan) For staff transition expectations, is there a process for interviewing or absorbing staff from the incumbent? Also, will WSDet facilitate introductions to current CCS staff to support continuity?

Answer: If there is a transition, that process will be developed at that time.

18. Question: (Traveling Caseworkers) The current model includes two traveling caseworkers serving five workforce centers. Is this structure a minimum requirement, or can it be redesigned?

Answer: This structure is not a requirement.

19. Question: (Staff Location Flexibility) The RFP notes that staff should be housed in designated WSDet facilities. Would housing staff at alternate locations outside the six designated centers be permitted with prior approval? If so, would WSDet provide the associated cost coverage?

Answer: Please see #10 on page 13 of RFP.

20. Question: (Budget Form D - Salary Detail) (a) For vacant positions, is it acceptable to use estimated FTE breakdowns? (b) Additionally, should current staff salary benchmarks be matched?

Answer: (a) Yes, it is acceptable to use estimated FTE breakdowns. (b) *We requested clarification regarding this question but did not receive a timely response.*

21. Question: (Transition Budget) Should salaries under the transition budget be split by actual days or calculated as full-month equivalents?

Answer: This is at the discretion of the Respondent.

22. Question: (Attachment M – Demonstrated Effectiveness) Can the same projects and contacts be used for both Attachment M and the reference section under Criteria 5, or should separate examples be used?

Answer: The same projects and contacts may be used for both Attachment M and the references section under Criteria 5.

23. Question: (Performance Measures) If the number of children in care increases from 2,683 to 2,945, will there be flexibility in the budget to accommodate additional staffing and system capacity needs?

Answer: Yes.

24. Question: (Staff Retention Expectations) Is there a minimum percentage of current staff that the new Subrecipient is expected to retain?

Answer: No. See second bullet on page 24 of RFP.

25. Question: (Page Limit Clarification) Can you confirm whether attachments such as organizational charts, job descriptions, and resumes are excluded from the 50-page narrative limit and may be submitted as separate documents?

Answer: Yes, attachments are excluded from the 50-page narrative limit. See “Page Limit” on page 22 of RFP and Attachment B on page 29 of RFP.

26. Question: (Training Requirements) Will WSDet provide centralized training on CCS operations, TWC rules, and systems for new staff, or should the proposal include a training budget and implementation plan?

Answer: The proposal should include a training budget and implementation plan.

27. Question: (Staffing Detail for Related Awards) For the section requesting the number of employees engaged in current public child care service awards, should we report only direct program staff, or include indirect support staff as well (e.g., HR, Finance, Executive Team)?

Answer: Include indirect support staff, as well.

28. Question: (Value-Add Contributions) Regarding value-added resources provided to WSDet at minimal or no cost, can we include marketing efforts, and other services already being delivered (e.g., SEAL, Work Experience Placements)? Should we also specify whether these contributions are in-kind, cash, or both?

Answer: Respondents may include whatever they deem of value in their proposal. Yes, specify contribution type.

29. Question: (Quality Improvement Activities) Currently, WSDet leads quality improvement at the Board level. The Board Staff handles the financial and operational activities related to quality improvements. In the past, Goodwill has provided director training programs and assisted with all activities that Board Staff requested. Now, are there any specific additional services or ideas WSDet and the Board Staff are seeking from the contractor in this area?

Answer: No.

30. Question: (Monitoring & Fraud Prevention) Should we include all of our organization's policies and procedures for quality assurance, client monitoring, provider monitoring, and fraud prevention? Or would WSDet prefer a summarized or focused subset of these materials?

Answer: Either option is acceptable.