



**Request for Proposal #2022-008
For Child Care Services
Management & Operations
Supplemental Information**

Released by

Workforce Solutions North Texas Board

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Serving the Texas Counties of Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack,
Montague, Wichita, Wilbarger and Young.

Workforce Solutions North Texas is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.
Relay Texas: 800-735-2989 (TDD), 800-735-2988 (Voice) or 711.

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Purpose

Workforce Solutions North Texas (WSNT) creates futures by bringing people and jobs together and providing families with options for quality child care services. Its mission is to remove barriers to place North Texans in jobs and equip workers with skills that foster economic development within our 11-county service area.

Roles and Responsibilities

- **WSNT Child Care Services (CCS) Contractor:** Entity for child care services responsible of support services for workforce employment, job training and other services through the delivery of child care scholarships for quality child care with parents and providers.
- **WSNT Workforce Centers:** Facilities staffed to provide workforce services for local businesses and job seekers.
- **WSNT Board:** Local not for profit organization acting in capacity of administrative entity to provide planning, oversight, and evaluation of Texas Workforce Commission (TWC) funded workforce programs and services; The Board provides technical assistance and information system support to local Workforce Centers.
- **Nortex Regional Planning Commission:** Fiscal agent for WSNT Board.
- **Texas Workforce Commission:** State agency acting in capacity of fiscal agent and administrative entity to provide technical assistance, oversight and evaluation, and information system support to local, certified Workforce Development Boards.

Values

In all our actions and decisions, WSNT values:

- ***Accountability.*** We act efficiently, respectfully, and ethically to produce positive results for North Texas' businesses and job seekers. We are accountable to the system's owners — the taxpayers and our communities. As stewards of public trust, we take responsibility for accomplishing our organization's mission, vision, and goals.
- ***Customer Focus.*** We concentrate our efforts on exceeding customer expectations. Recognizing that such a focus is essential to our success, we listen to our customers and work diligently to develop realistic customer-driven solutions. Our systems foster an environment supporting continuous improvement. We are innovators – inspiring rather than limiting those we serve.
- ***Integrity.*** We choose to operate openly, honestly, and ethically. While representing WSNT, we do not compromise the principles of the organization. We do what is right in all circumstances, take pride in what we do, and set an example for others. We earn the trust of those we serve. We are trustworthy.
- ***Quality.*** In everything we do, we strive for excellence. We provide high-quality, customer driven workforce services that assist businesses and job seekers in their efforts to be competitive in a global economy. We empower staff to act appropriately and consistently, exceeding customer expectations. We are committed to systematically evaluate our efforts to ensure opportunities for improvement and innovation are identified and implemented.

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- **Teamwork.** We work in teams to achieve common goals. We promote communication, networking and collaboration as the chosen method for problem solving. Working together in cohesive units, we work hand-in-hand to create solutions and implement customer-driven strategies. Common goals and desires are elevated above that of individual team members.

Vision

- WSNT represents a regional partnership of business, education, labor and community organizations that provides high-quality information and labor market services to local employers and residents.
- We are the system of choice – we bring people and jobs together for a better regional economy.
- All of our customers have access to the same high-quality labor market information and services regardless of where they are located in the region or how they come in contact with the workforce system.
- Individuals are able to learn and work in their home, in school and on the job to realize their greatest economic potential and individual wellbeing.
- The system is highly valued by both employers and job seekers. It is well known, has a positive image throughout the region, and is widely recognized as the premier local workforce system in Texas.
- The system enjoys a growing and increasingly diversified funding base and is not dependent upon any one source of revenue for its survival.
- By using our services, employers gain the competitive advantage that comes with an adequate supply of educated and highly productive workers, and job seekers of the region find jobs and earn incomes that make them economically self-sufficient, lifelong learners.
- The system creates a well-educated, highly skilled workforce that attracts high-wage employers to the region.

Summary of Services

Scope of Work

Responsibilities of the Contractor

1. Client Services
2. Provider Services
3. Identification of Children Who May Need Inclusion Assistance
4. Securing Local Match
5. Coordination of Services with Other Agencies
6. Internal Monitoring, Timely Data Entry, and Data Integrity
7. Automation, Phone System, and Paperless Document System to all CCS staff
8. Financial Management, Claims Processing, Overpayments & Inventory
9. Data Management, Ad-Hoc Queries, and Referral Fixes
10. Financial and Data Reporting
11. Appeals, Fraud Prevention, Detection and Reporting

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12. Quality Customer Service
13. On-Going Staff Training and Development

Client Services

Determining and documenting initial and subsequent family eligibility including activity interruptions, status changes, documenting in TWIST Counselor Notes every interaction with parents, and the provision of all client services including the addition and removal of children from the wait list by priorities and serving children that reside in the rural counties, absence reports and letters, and timely data entry (within 5 business days).

Coordination with DFPS on referrals and terminations for CPS child care and the Workforce Center contractors for referrals and terminations for Choices, Applicant, Transitional, WIOA, and SNAP child care; referrals of parents to other workforce services offered in the Workforce Centers or other community programs.

Provider Services

Recruitment and entering into financial agreements with regulated and listed relative child care providers, collecting and automating provider reimbursement rates and holidays, collecting W-9s and issuing IRS Form 1099 for provider payments, documenting all interactions with providers in TWIST Comments, sending 2450s to providers, maintaining and disseminating written Provider Manuals, providing technical assistance and Service Improvement Agreements (SIA) as needed to providers regarding non-compliances, review and action as needed of providers on the Child and Adult Care Food Program (CACFP) National Disqualification List as well as providers on corrective or adverse action with DFPS.

Children with Disabilities

Identification and coordination with the Mentoring Supervisor of children with disabilities for parents requesting inclusion assistance and the automation of the inclusion rate in TWIST.

Securing Local Match

The selected Contractor will be required to assist in securing local match partners. Must work with donors and contributors on local match agreements, certification of local match, and meeting of deadlines for reporting.

Coordination of Services with Other Entities

In an environment of limited funding and increased demand for services, it is critical to maximize resources including: securing local match partnerships, enhanced coordination with community service providers, increased collaborations with child care providers, and improved accountability of the CCS program.

The Contractor will be required to coordinate and collaborate with the WSNT Center Contractors; DFPS including CPS and Child Care Regulation (CCR), the Texas Health and Human Services Commission (HHSC), local school district teen parent coordinators, Head Start and Early Head

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Start grantees, public pre-kindergarten and before-and after-school programs, and other community based/faith-based organizations.

Internal Monitoring, Timely Data Entry, Data Integrity

Development and adherence to an internal quality assurance system to include at a minimum reviews of client eligibility, regulated provider data and payments, relative providers, attendance requirements, Child Care Exception Reports from TWC and WSNT, and submission of results to WSNT on a timely basis.

Attainment of state and local performance measures and goals.

Responsiveness to TWC and WSNT requests for information on various exception reports, customer information, complaints, data integrity, or any other requested information within short timeframes (same day response).

Maintenance of written internal procedures for all operational aspects of the program and forms available to all Contractor and WSNT staff and a process to ensure that they are updated as rules and policies change.

Requirements for quarterly reporting of internal monitoring (sample, scope, tool, etc.).

Automation, Phone System, Paperless Document System

Services must also be provided via our website, fax, e-mail, and walk-in as required. Use of the business workflow management system within Cabinet and its components, including TWIST Toolbar, to provide documentation trails including screen shots, routing work throughout the business, electronic imaging of data from the e-fax server or MS Office e-mail, tracking of status of assigned work items, offers a dashboard that displays due dates and has reporting capabilities, also provides work item reassignment from case manager to case manager.

Ensure use of automation and technology systems including the following and any other additional systems not currently in use: TWIST, Cabinet, WIT, TIERS, TWC Mainframe System, SAFE Toolbar, and CLI Engage.

Open trouble tickets using the Help Desk Ticket System, manage faxes from the e-fax server.

WSNT shall provide e-mail accounts for all Contractor staff, connectivity to The Workforce Information System of Texas (TWIST), Cabinet (Paperless Document Management system), TWC Mainframe, and Texas Integrated Eligibility Redesign System (TIERS).

Financial Management, Claims Processing, Overpayments, Inventory

Providing enhanced reimbursement rates to TRS and preschool-age children at child care providers that are participating in the School Readiness Grant Project (also known as Texas School Ready). Timely payments within 7 (seven) business days to providers using electronic funds transfer (except for Respondents proposing PEO model). Under exceptional circumstances payments by check may be made by the Contractor and must be documented in TWIST Comments for each provider for each occurrence. Claims must be processed prior to the TWC unit performance extract date each month. Timely correction of referral fixes, blanking of attendance as warranted, and sending out payment proofs to providers.

Manage eligibility characteristics and multiple funding streams, forecasting of units and expenditures to meet expenditure benchmarks with submission to WSNT every other Friday.

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Maintenance and tracking of all WSNT property in the custody of the Contractor and designation of a Property Officer.

Data Management, Adhoc Queries, Referral Fixes

Records retention requirements and accessibility of records to monitors, auditors, TWC, HHS, and WSNT and open records requests.

Establishing a system of accountability for reporting attendance and a system of accountability for providers to ensure they report non-payment of parent share of costs, no contact absences, and follow established attendance reporting and tracking procedures required by TWC, WSNT, or the Contractor.

Ensuring confidentiality of personal identity data in hard copy (i.e. locked filed cabinets) until data is filed in Cabinet and the hard copy is destroyed or electronic files using encryption and annual staff testing on TWC security requirements.

Development of a written disaster and business recovery plan for all automation and system functions and business continuity.

Run Ad-Hoc queries using InfoMaker and utilize advanced MS Office programs.

Complete referral fixes as necessary to correct data in TWIST resulting in improper payments.

Financial and Data Reporting

Provide an accurate and auditable record of all financial transactions.

Report expenditures using a Monthly Cost Summary to the Board by the 10th calendar day of the month for the previous month and at least monthly invoices for operational costs with check registers and procurement documents as required in the Contractor procurement verification policy.

Preparing budgets with budgets narratives, closeout reports within 45 calendar days of the end of the contract period.

Ensure compliance with all TWC FMGC requirements including procurement and contracting.

Appeals, Fraud Prevention, Detection and Reporting

Handle parent and provider appeals to include the following: PIRTS tracking, informal resolutions, providing testimony at WSNT and TWC hearings, and maintaining a log of parent and provider complaints and their resolution.

Fact finding and reporting of suspected fraud or program abuse, determination of amounts owed to the program by parents and providers for fraud or general overpayments, tracking, managing, and reporting improper payments, developing repayment schedules including statements and collections as well as reporting and remitting to WSNT on a quarterly basis by contract, fiscal year, and type of overpayment.

On-Going Staff Training and Development

Establish a system of regular and on-going staff training and development of various State, WSNT, and local rules, policies, procedures, systems and applications.

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Quality Customer Service

Ensuring that all staff interact with customers (parents, providers, general public, etc.) in a professional, respectful and courteous manner at all times. Maintain the CCS program, customer forms, quality child care indicator listing updated monthly, and provider manuals and data on the Board's website; promote consumer education and notify parents and the public of quality child care indicators; design program services to minimize operational costs and improve program efficiency and quality customer service including dropped phone calls and average time a customer is on hold.

Resources

The Contractor assumes complete responsibility for the management and operation of CCS on October 1, 2022.

Staffing – The Proposer must make an independent analysis and projection of staffing needs. WSNT expects staffing to be organized around functions as opposed to programs or funding streams, to the extent possible and practical.

Staffing and Departments

The Wichita Falls integrated location will include Workforce, Child Care and Vocational Rehabilitation programs with one main entrance. In the other locations, information regarding child care is provided by the center staff and through child care referrals. Workforce Centers are open to the public, at a minimum, 8:00 a.m. – 5:00 p.m. Monday – Friday.

Current Contracting Information

CCS in North Texas are currently contracted with Rolling Plains Management Corporation in Crowell, Texas. Some administrative support is provided from that office and the remainder is provided from the Wichita Falls office. Currently, there are approximately 1394 children in child care.

WSNT holds the lease on the Child Care office in Wichita Falls. Utilities are included in the lease. Telephone and postage will be paid by WSNT.

Child Care Services

Workforce Solutions Child Care
(Galaxy Center)
4309 Old Jacksboro Highway, Ste. 230
Wichita Falls, Texas 76302

Workforce Center

Wichita Falls Workforce Solutions Center
(Galaxy Center)
4309 Old Jacksboro Highway, Ste. 300
Wichita Falls, Texas 76302

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Current Staffing

	Position	Years of Service	Annual Longevity & Incentive Pay	2022 Annual Salary
1	Program Director	15	\$4,500.00	\$76,863.20
2	Client Service Coordinator	20	\$6,000.00	\$50,699.20
3	Lead Client Services/QA Monitor	4	\$240.00	\$36,931.20
4	Client Service Specialist	22	\$6,120.00	\$39,441.60
5	Client Service Specialist	3	\$180.00	\$32,170.40
6	Client Service Specialist	3	\$180.00	\$32,170.40
7	Client Service Specialist	3	\$180.00	\$32,170.40
8	Client Service Specialist	0		\$30,659.20
9	Provider Services Liaison	4	\$240.00	\$32,168.00
10	TRS/Provider Serv Spec	4	\$240.00	\$42,880.00
11	TRS/Provider Serv Spec	3	\$180.00	\$42,820.00
12	TRS/Provider Serv Spec	3	\$180.00	\$42,820.00
13	TRS/Provider Serv Spec	0		\$42,640.00
14	Administrative Specialist	6	\$1,560.00	\$32,219.20
15	Administrative Specialist	0		\$29,328.00

Benefits

Proposers are expected to provide benefits comparable to those currently provided to CCS staff. If an alternative benefit structure is proposed, please describe variations. Current benefits include:

- Medical, Life, Vision and Dental Insurance – Regular full-time employees receive health, life, dental, vision insurance paid 100% for them by the employer. There are optional policies including additional life insurance, critical illness and accident insurance that employees must pay 100% and are payroll deducted.
- Retirement Plan – All regular full-time employees are eligible to participate in the Retirement Plan. Employees may contribute up to the maximum allowed by law. Employer contributes only 5% regardless of the amount of the employees contributions.
- Holidays – Holidays are 13 days designated by the Board during which WSNT offices are closed on what would otherwise be regular business days. Employees are paid their normal rate of pay for the designated holidays.
- Annual leave – All regular employees accrue paid leave time off, which includes vacation and sick leave.
- Regular full-time employees earn annual leave as follows:

Employment	Per Pay Period	Yearly Time
0-3 years	3.7 hours	12 days per year
4-10 years	4.6 hours	15 days per year
11 + years	5.2 hours	17days per year

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Part time employees receive a proportionate amount based on their hours worked.

- Employees may carry over 40 hours of annual leave to the next calendar year and 240 hours of sick leave. Upon request, annual leave is paid to employees at separation.
- Longevity – Full-time employees are granted \$5 per month per year of service as of September 1st.
- Incentive Pay – Full-time employees are granted based on years of service on September 1st.

Years of service	Rate per Month
5-9 years	\$ 100.00
10-14 years	\$ 200.00
15-19 years	\$ 300.00
20-24 years	\$ 400.00
25 + years	\$ 500.00

General Conditions of Contract

As described in the Staffing and Departments section, WSNT is a quality organization that supports its staff. Therefore, WSNT encourages a stable staffing structure that gives preference to current CCS staff including, as one example of staff stability, the opportunity to retain employment during the initial six-month probationary period of the contract with their current salaries and benefits.

Any contract initiated from this procurement will be contingent upon receipt of sufficient funding from the Texas Workforce Commission, and upon the outcome and timing of contract negotiations between the WSNT Board and the selected contractor. The final contract amount will be contingent on the actual funding received and subject to any changes in legislation, regulations, or policies from TWC, and/or pertinent federal agencies. WSNT may vary the programs, change, and/or extend the contract periods as deemed necessary.

The Board will use a cost-reimbursement contract, unless it is determined that a different type of contract is more cost effective or appropriate for the selected contractor.

For-profit entities may include a profit in their proposal budget. Profit amounts and their attainment will be negotiated based on the contractor attaining negotiated performance benchmarks over the course of the contract. To establish a fair and reasonable profit, consideration will be given to the complexity of the work to be performed, the risk borne by the contractor, the contractor’s investment, the amount of contracting, the quality of its past performance record, industry profit rates in the surrounding geographical area for similar work and market conditions.

Equal Opportunity and Nondiscrimination

By submitting the RFP response, the contractor assures that it will comply fully with the

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nondiscrimination and equal opportunity provisions of the following laws:

- Titles VI and VII of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;
- Americans with Disabilities Act of 1990, as amended.